

**TASK ORDER**

**GST0011AJ0025**

**Enterprise Networked Services Support (ENSS)**

**in support of:**

**Department Of Homeland Security (DHS)**

**Issued to:**

Northrop Grumman Systems Corporation  
Cyber Solutions Division  
7575 Colshire Drive  
McLean, VA 22101

Under

**Alliant Contract# GS00Q09BGD0056**

issued by:

The Federal Systems Integration and Management Center  
(FEDSIM)  
1800 F St NW  
Washington DC 20405

FEDSIM Project Number 10068HSM

## SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section B of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **B.1 GENERAL DESCRIPTION**

The work shall be performed in accordance with all sections of this task order and the offeror's Basic Contract, under which the resulting task order will be placed. An acronym listing to support this TOR is included in Section J, Attachment A.

### **B.5 CONTRACT ACCESS FEE**

GSA operating costs associated with the management and administration of this task order are recovered through a Contract Access Fee (CAF). The amount of the CAF is  $\frac{3}{4}\%$ , e.g. (.0075) of the total price/cost of contractor performance. This task order issued shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at task order award. The following access fee applies to this task order.

#### **GSA-issued Task Orders:**

Orders in excess of \$13.3 million/year are capped at \$100,000 per order.

### **B.6 ORDER TYPE**

The contractor shall perform the effort required by this task order on a Cost Plus Award Fee (CPAF) basis for CLINs X001, X005, X006 and X014 and on a Not to Exceed (NTE) basis for CLINs X010 through X012, X015 through X017.

### **B.7 SERVICES AND PRICES/COSTS**

The following abbreviations are used in this price schedule:

NTE: Not To Exceed

CLIN: Contract Line Item Number

ODC: Other Direct Cost

CPAF: Cost Plus Award Fee

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.2.1 BASE PERIOD:**

**LABOR CLIN (Mandatory)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
0001	Labor (Tasks 1,2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**LABOR CLIN (Optional)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimate Cost Plus Award Fee</u>
0005	Labor (Task 5)				(b) (4)

**TRAVEL, TOOLS and ODCs CLINs**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
0010	Travel Including Indirect Handling Rate	NTE	(b) (4)
0011	Tools Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)
0012	ODCs Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)
0013	Contract Access Fee	NTE	(b) (4)

**GRAND TOTAL BASE PERIOD CLINS:**

**\$59,406,647**

**REDACTIONS IN ACCORDANCE WITH FOIA b(4)**

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.2.2 FIRST OPTION PERIOD:**

**LABOR CLIN (Mandatory)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
1001	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**LABOR CLIN (Optional)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
1005	Labor (Task 5)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
1006	Labor (Task 6)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**TRAVEL, TOOLS and ODCs CLINs**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
1010	Travel Including Indirect Handling Rate	NTE	(b) (4)
1011	Tools Including Indirect Handling Rate __Fee_ (b) (4)	NTE	(b) (4)
1012	ODCs Including Indirect Handling Rate __Fee_ (b) (4)	NTE	(b) (4)
1013	Contract Access Fee	NTE	(b) (4)

**GRAND TOTAL FIRST OPTION PERIOD CLINs:**

**\$ 79,961,364**

**REDACTIONS IN ACCORDANCE WITH FOIA b(4)**



SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.2.3 SECOND OPTION PERIOD:**

**LABOR CLIN (Mandatory)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
2001	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**LABOR CLIN (Optional)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
2005	Labor (Task 5)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
2006	Labor (Task 6)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**TRAVEL, TOOLS and ODCs CLINs**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
2010	Travel Including Indirect Handling Rate	NTE	(b) (4)
2011	Tools Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)
2012	ODCs Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)
2013	Contract Access Fee	NTE	(b) (4)

**EXTENDED PROJECTS LABOR CLIN (Optional)**

Period of Performance = 18 months from option exercise

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Fee</u>
2014	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**EXTENDED PROJECTS TRAVEL, TOOLS and ODCs (Optional) CLINs**

Period of Performance = 18 months from option exercise

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
2015	Travel Including Indirect Handling Rate	NTE	(b) (4)
2016	Tools Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)
2017	ODCs Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**GRAND TOTAL SECOND OPTION PERIOD CLINS:** **\$197,325,194**

**REDACTIONS IN ACCORDANCE WITH FOIA b(4)**

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.2.4 THIRD OPTION PERIOD:**

**LABOR CLIN (Mandatory)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
3001	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**LABOR CLIN (Optional)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
3005	Labor (Task 5)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
3006	Labor (Task 6)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**TRAVEL, TOOLS and ODCs CLINs**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
3010	Travel Including Indirect Handling Rate	NTE	(b) (4)
3011	Tools Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)
3012	ODCs Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)
3013	Contract Access Fee	NTE	(b) (4)

**EXTENDED PROJECTS LABOR CLIN (Optional)**

**Period of Performance = Date Exercised to September 30, 2015 - No Additional Funds Shall be Added to this CLIN**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Fee</u>
3014	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**EXTENDED PROJECT TRAVEL, TOOLS and ODCs (Optional) CLINs**

**Period of Performance = Date Exercised to September 30, 2015 – No Additional Funds Shall be Added to these CLINs**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
3015	Travel Including Indirect Handling Rate	NTE	(b) (4)
3016	Tools Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)
3017	ODCs Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**GRAND TOTAL THIRD OPTION PERIOD CLINS: \$189,060,289**

**REDACTIONS IN ACCORDANCE WITH FOIA b(4)**

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.2.5 FOURTH OPTION PERIOD:**

**LABOR CLIN (Mandatory)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
4001	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**LABOR CLIN (Optional)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
4005	Labor (Task 5)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
4006	Labor (Task 6)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**COST REIMBURSABLE TRAVEL CLIN**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
4010	Travel Including Indirect Handling Rate	NTE	(b) (4)

**COST PLUS FIXED FEE (CPFF) TOOLS AND ODCS CLINs**

<u>CLIN</u>	<u>Description</u>		<u>Estimated Costs</u>	<u>NTE Fixed Fee</u>	<u>Total CPFF</u>
4011	Tools Including Indirect Handling Rate	NTE	(b) (4)	(b) (4)	(b) (4)
4012	ODCs Including Indirect Handling Rate	NTE	(b) (4)	(b) (4)	(b) (4)

**COST REIMBURSABLE NTE CONTRACT ACCESS FEE CLIN**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
4013	Contract Access Fee	NTE	(b) (4)

**EXTENDED PROJECTS LABOR CLIN (Optional)**

**Period of Performance = Date of Exercise to February 1, 2016**

## SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

<b><u>CLIN</u></b>	<b><u>Description</u></b>	<b><u>Estimated Cost</u></b>	<b><u>Base Fee</u></b>	<b><u>Award Fee</u></b>	<b><u>Total Estimated Cost Plus Fee</u></b>
4014	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

## EXTENDED PROJECTS TRAVEL, TOOLS and ODCs (Optional) CLINs

**Period of Performance = Date of Exercise to February 1, 2016**

CLIN	Description		Total Ceiling Price
4015	Travel Including Indirect Handling Rate	NTE	(b) (4)
4016	Tools Including Indirect Handling Rate __Fee (b) (4)	NTE	(b) (4)
4017	ODCs Including Indirect Handling Rate __Fee (b) (4)	NTE	(b) (4)

**GRAND TOTAL FOURTH OPTION PERIOD CLINS:**

**\$ 186,096,392**

**REDACTIONS IN ACCORDANCE WITH FOIA b(4)**

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.2.6 FIFTH OPTION PERIOD:**

**LABOR CLIN (Mandatory)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
5001	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**LABOR CLIN (Optional)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
5005	Labor (Task 5)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
5006	Labor (Task 6)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**COST REIMBURSABLE TRAVEL CLIN**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
5010	Travel Including Indirect Handling Rate	NTE	(b) (4)

**COST PLUS FIXED FEE (CPFF) TOOLS AND ODCS CLINs**

<u>CLIN</u>	<u>Description</u>		<u>Estimated Costs</u>	<u>NTE Fixed Fee</u>	<u>Total CPFF</u>
5011	Tools Including Indirect Handling Rate	NTE	(b) (4)	(b) (4)	(b) (4)
5012	ODCs Including Indirect Handling Rate	NTE	(b) (4)	(b) (4)	(b) (4)

**COST REIMBURSABLE NTE CONTRACT ACCESS FEE CLIN**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
5013	Contract Access Fee	NTE	(b) (4)

**EXTENDED PROJECTS LABOR CLIN (Optional)**

Period of Performance = Date of Exercise to February 1, 2017

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Fee</u>
5014	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**EXTENDED PROJECTS TRAVEL, TOOLS and ODCs (Optional) CLINs**

Task Order GST0011AJ0025

Contract# GS00Q09BGD0056

Modification PS82

PAGE B-10

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**Period of Performance = Date of Exercise to February 1, 2017**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
5015	Travel Including Indirect Handling Rate	NTE	(b) (4)
5016	Tools Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)
5017	ODCs Including Indirect Handling Rate __ Fee (b) (4)	NTE	(b) (4)

**GRAND TOTAL FIFTH OPTION PERIOD CLINS: \$186,725,307**

**REDACTIONS IN ACCORDANCE WITH FOIA b(4)**



SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.2.7 SIXTH OPTION PERIOD:**

**LABOR CLIN (Mandatory)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
6001	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**LABOR CLIN (Optional)**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Base Fee</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Base &amp; Award Fee</u>
6005	Labor (Task 5)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
6006	Labor (Task 6)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

**COST REIMBURSABLE TRAVEL CLIN**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
6010	Travel Including Indirect Handling Rate	NTE	(b) (4)

**COST PLUS FIXED FEE (CPFF) TOOLS AND ODCS CLINs**

<u>CLIN</u>	<u>Description</u>		<u>Estimated Costs</u>	<u>NTE Fixed Fee</u>	<u>Total CPFF</u>
6011	Tools Including Indirect Handling Rate	NTE	(b) (4)	(b) (4)	(b) (4)
6012	ODCs Including Indirect Handling Rate	NTE	(b) (4)	(b) (4)	(b) (4)

**COST REIMBURSABLE NTE CONTRACT ACCESS FEE CLIN**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
6013	Contract Access Fee	NTE	(b) (4)

**GRAND TOTAL SIXTH OPTION PERIOD CLINS:**

**\$ 204,537,271**

**REDACTIONS IN ACCORDANCE WITH FOIA b(4)**

## SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

### **B.7.2.8 NONSEVERABLE CLINS**

CLINs X001, X002, X003, and X004 are for projects that are determined to be nonseverable in nature. As nonseverable projects are identified through the change management process described in section C.4.1.2 of the task order, the Government will conduct an independent assessment to ensure that the projects meet the criteria for nonseverability as established in statute, regulation, and policy. Once a project has been determined by the Government to be nonseverable, the Government will modify the task order to create a discrete set of subCLINs and associate them with the nonseverable project. Each project identified will have its own set of subCLINs, and the total ceiling of the subCLINs will not exceed the ceiling value of parent CLINs (i.e. X001, X002, X003, X004). Section J, Attachment H - RFC/ROM Nonseverable Project Funding Chart tracks each subCLINs' estimated costs and applicable fees, project start date, estimated schedule completion date, and the amount of funding available for each approved nonseverable Request for Change ((RFC) see section C.4.1.2 for full definition of RF C) and its preceding Rough Order of Magnitude ((ROM) if applicable). In addition, Section J, Attachment F – Task Order Funding Chart (Excel Spreadsheet) will provide the total funding that is allotted and available for CLINs X001, X002, X003, and X004, and display the appropriate distribution for cost and fee. Nonseverable project subCLINs shall be fully funded at time of obligation and cannot be incrementally funded.

#### **CPAF NONSEVERABLE LABOR CLIN (Optional)**

<b>CLIN</b>	<b>Description</b>	<b>Estimated Cost</b>	<b>Estimated Base Fee</b>	<b>Estimated Award Fee</b>	<b>Total Estimated Cost Plus Fee</b>
X001	Labor (Tasks 1, 2,3,4,7,8,9)	(b) (4)	(b) (4)	(b) (4)	(b) (4)

#### **COST REIMBURSABLE NONSEVERABLE TRAVEL (Optional)**

<b>CLIN</b>	<b>Description</b>		<b>Total Ceiling Price</b>
X002	Travel Including Indirect Handling Rate	NTE	(b) (4)

#### **CPFF NONSEVERABLE TOOLS AND ODCS (Optional)**

<b>CLIN</b>	<b>Description</b>		<b>Estimated Cost</b>	<b>NTE Fixed Fee</b>	<b>Total CPFF</b>
X003	Tools Including Indirect Handling Rate	NTE	(b) (4)	(b) (4)	(b) (4)
X004	ODCs Including Indirect Handling Rate	NTE	(b) (4)	(b) (4)	(b) (4)

**NONSEVERABLE CLIN TOTAL:**

**\$ 10,910,144**

**GRAND TOTAL ALL CLINS:**

**\$ 1,114,022,609**

#### **REDACTIONS IN ACCORDANCE WITH FOIA b(4)**

**Task Order GST0011AJ0025**

**Contract# GS00Q09BGD0056**

**Modification PS82**

PAGE B-13

## SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

### **B.12 SECTION B TABLES**

#### **B.12.1 INDIRECT/MATERIAL HANDLING RATE**

Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate if one is entered in the contractor's basic contract (contractor to enter amount, but not to exceed the ceiling rate of the basic contract) **and** such indirect/material handling rate is not included in the fully burdened labor rate.

### **B.13 INCREMENTAL FUNDING**

#### **B.13.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION**

Incremental funding for CLINs 0001, 0010, 0011, 0012, 0013, 1001, 1010, 1011, 1012, 1013, 2001, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 3001, 3010, 3011, 3012, 3013, 3014, 3015, 3016, 3017, 4001, 4010, 4011, 4012, 4013, 5001, 5010, 5011, 5012, and 5013 is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through **February 1, 2017** unless otherwise noted in Section B.7. The task order will be modified to add funds incrementally up to the maximum of \$1,114,022,609 over the performance period of this TO. These allotments constitute the estimated cost for the purpose of FAR Clause 52.232-22, Limitation of Funds, which applies to this task order on a CLIN-by-CLIN basis.

See Section J, Attachment F – Task Order Funding Chart (Excel Spreadsheet).

In addition to Section J, Attachment F – Task Order Funding Chart (Excel Spreadsheet), the incremental funding that is allotted and available for CLINs 4001, 4010, 4011, 4012, 5001, 5010, 5011, and 5012 is further defined in Section J, Attachment G, RFC/ROM Project Funding Chart. This chart provides estimated costs, estimated schedule completion dates, and the amount of funding available for each approved Request for Change ((RFC) see section C.4.1.2 for full definition of RFC) and its preceding Rough Order of Magnitude ((ROM) if applicable) being executed against these CLINs. The contractor shall not exceed the RFC funding amounts stated in Section J, Attachment G, RFC/ROM Project Funding Chart (Excel Spreadsheet).

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.14 AWARD FEE CALCULATION TABLE**

<b>Award Fee</b>					
<u>Year</u>	<u>Period</u>	<u>Months Covered</u>	<u>Available Award Fee Pool</u>	<u>Earned Fee</u>	<u>Unearned Fee</u>
Base Year	1	6	(b) (4)	(b) (4)	(b) (4)
Base Year	2	6	(b) (4)	(b) (4)	(b) (4)
Option Year 1	3	6	(b) (4)	(b) (4)	(b) (4)
Option Year 1	4	6	(b) (4)	(b) (4)	(b) (4)
Option Year 2	5	6	(b) (4)	(b) (4)	(b) (4)
Option Year 2	6	6	(b) (4)	(b) (4)	(b) (4)
Option Year 3	7	6	(b) (4)	(b) (4)	(b) (4)
Option Year 3	8	6			
Option Year 4	9	6			
Option Year 4	10	6			
Option Year 5	11	6			
Option Year 5	12	6			
Option Year 6	13	6			
Option Year 6	14	6			

See Section J, Attachment D (AFDP) for the formula to calculate the Award Fee Pool

**REDACTIONS IN ACCORDANCE WITH FOIA b(4)**

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. In addition, the following applies:

### **C.1 BACKGROUND**

#### **C.1.1 PURPOSE**

The purpose of this Task Order is to provide support for the continued operations, maintenance and evolution of Department of Homeland Security (DHS) networks. DHS networks are a Federal enterprise infrastructure for information sharing which extend existing US Government capabilities not only to the Department of Homeland Security and its components, but to other Federal government agencies, and to first responders at the state, local, and tribal levels.

#### **C.1.2 BACKGROUND**

Fundamental to achieving DHS's missions is the ability to communicate effectively among the members of the Department and among DHS's mission partners in other agencies and organizations. This capability is essential to share Homeland Security information at the appropriate level of classification, to inform assessments and initiate appropriate action. The DHS Headquarters Office of the Chief Information Officer (OCIO) currently operates, and participates in the governance of enterprise scale information infrastructures to enable solutions to these communications needs.

The network infrastructure environment managed by DHS Headquarters, which is used to deliver Enterprise Networked Services (ENS), is in a state of transformation. When the department stood up in 2003, the infrastructure it inherited comprised dozens of networks that had earlier been developed and managed independently by the previously separate agencies. Under recent "One DHS" policies, the DHS OCIO has established an initiative to merge and harmonize existing networks into "Enterprise Networked Service" offerings that will provide effective and efficient network services while saving considerable costs through common architecture, shared management, and leveraged investments.

Central to the infrastructure transformation program is the "OneNet" initiative. This initiative comprises network circuit provisioning orders established under the GSA NETWORKX program to supply DHS with its communications connectivity. DHS has established connectivity for new facilities through the OneNet initiative and is migrating older existing connections from their legacy providers to OneNet. The anticipated benefits of the OneNet migration include reduced costs for network connectivity, maintenance and management; reduced security risk (fewer networks means fewer security vulnerability points); less network complexity, and centralized governance and standards. These benefits will facilitate interoperability, information sharing and the rapid delivery of new services and capabilities.

DHS has also established a policy to consolidate its data centers at limited primary locations. As in the case of telecommunications, the previously separate constituent DHS agencies managed

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

their own data centers independently. The consolidation initiative is delivering consistent governance and the opportunity to leverage facility and operational investments to reduce costs and improve performance. Data center management has been outsourced to specialty vendors responsible for establishing, operating and maintaining them in response to the evolving requirements of the department. In the foreseeable future, there is also a potential for providing additional geographic diversity at one or two additional locations which are elsewhere in the United States.

These basic infrastructure resources provide some of the infrastructure elements required for the OCIO to offer an array of “Enterprise Networked Services” to the department’s many system users. These services support administrative and management as well as critical mission functions in the department. Network services are currently sensitive, but unclassified, and offered at three levels of classification and typically comprise end user work stations, enterprise office applications, data stores, and application hosting, supported by connectivity to the central core, and managed network and security operations, as well as gateways to related networks operated by other agencies.

While these centralized service offerings are in place and further enhancements are in the implementation and planning stages, the degree to which DHS components are taking advantage of the Enterprise offerings varies both by the offering and by DHS component.

DHS Enterprise Networked Services supports the continued operations, maintenance and evolution of the Homeland Secure Data Network (HSDN) which operates at the SECRET level and the C-LAN which provides TOP SECRET/Sensitive Compartmented Information (TS/SCI) extensions to the Defense Intelligence Agency (DIA) provisioned Joint Worldwide Intelligence Communications System (JWICS). Future work includes the transition of the C-LAN to the evolving Homeland TS/SCI Network (HTSN), and the development of a new program called Homeland Secure Communications (HSC) that will consolidate secure voice and video communications into a centrally managed activity at both the SECRET and the TS/SCI levels.

The HSDN and the C-LAN/HTSN are managed by authorities which are delegated and administered jointly by the DHS Office of Intelligence and Analysis (I&A) and the DHS OCIO and the DHS I&A, under an organization known as the National Security Systems (NSS) Joint Program Management Office (JPMO), whose charter also includes HSC.

The HSDN is a high-speed data network enabling actionable intelligence data, at the SECRET level, to flow among federal, state and local law enforcement. HSDN helps to provide actionable intelligence to first responders at the Federal, State and Local levels. HSDN currently supports over 200 sites consisting of over 3,000 users and is projected to grow to 1,000 sites consisting of 15,000 users over the next seven (7) years. HSDN is implemented at most DHS components, at over 40 State and Local Fusion Centers (SLFCs), and in over 20 other Federal agencies; these numbers are ever-growing weekly. The SLFCs are federally-sponsored, federally-operated intelligence fusion organizations that are designed to serve the mission needs of first responders

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

at the state, local, and tribal levels (it is possible that that within the period of performance, first responder organizations may eventually transcend the present need to be federally operated).

The C-LAN currently is a conglomeration of TS/SCI systems that DHS inherited when it was created from 22 Federal organizations in 2003. DHS is in the process of stabilizing the C-LAN (which has never had a single architecture as it was inherited from multiple organizations) into a single HTSN. DHS forecasts that at least three (3) years will be needed before C-LAN technically evolves into the envisioned HTSN. When completed, HTSN will streamline and modernize data capabilities to enhance data communications and collaboration within DHS and other federal agencies and organizations in the Intelligence Community (IC). Until the HTSN architecture is defined, designed, implemented, tested and deployed, the current baseline C-LAN must be maintained. The C-LAN provides TS/SCI level intelligence to the intelligence gathering arms of the Federal Government as well as to a very limited number of State, Local, and Tribal ICs such as certain major metropolitan police enforcement agencies. In all, C-LAN currently supports over 10 locations consisting of 3,500 users and is projected to grow to 100 sites consisting of 15,000 users over the next seven (7) years.

In the future, HSC is envisioned to become a new program of record that consolidates the planning, architecture, and implementation of secure voice and video communications into a centrally governed and managed activity. HSC will provide effective and efficient voice and video services while saving considerable costs through leveraging common architecture, design, shared management, and leveraged investments.

The continuing evolution and operation of the HSDN and C-LAN supports preventing and combating terrorism and is critical to the national security of the US. The HSDN and the C-LAN support the gathering, analysis, creation and dissemination of actionable intelligence among Federal, State and Local Intelligence community members, first responders, and mission partners. The HSDN and the C-LAN incorporate organizations in Federal, State and Local jurisdictions that share information and collaborate on that shared information. Data interoperability and information sharing across many jurisdictions is critical to combating the global war on terrorism (GWOT).

### **C.1.3 AGENCY MISSION**

Homeland security is a widely distributed and diverse national enterprise. It is built on the ideas of Strengthening Security: protecting the United States and its people, vital interests, and way of life; Promoting Resilience: fostering individual, community, and system robustness, adaptability, and capacity for rapid recovery; and Facilitating Customs and Exchange: Expediting and enforcing lawful trade, travel, and immigration.

These concepts have led DHS to define its core mission set as:

- 1: Preventing Terrorism and Enhancing Security,
- 2: Securing and Managing Our Borders,

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- 3: Enforcing and Administering Our Immigration Laws,
- 4: Safeguarding and Securing Cyberspace
- 5: Ensuring Resilience to Disasters.



#### **C.1.4 CURRENT IT/NETWORK ENVIRONMENT**

The following general network service groupings are currently offered by the DHS OCIO:

- Network and common enterprise applications at the SECRET level– the Homeland Secure Data Network (HSDN);
- Network and common enterprise applications at the TS/SCI level – the “C-LAN”;
- Voice and video telecommunications;
- Unclassified voice and video telecommunications; and
- Unclassified Sensitive but Unclassified (SBU) network and common enterprise applications – the “A-LAN”.

The Homeland Secure Data Network (HSDN) is the most mature network in the Department from the standpoint of offering managed enterprise-wide network services. It has been designed and implemented to provide common services to the DHS SECRET level community and its partners through standardized, certified and accredited endpoint Local Area Network (LAN) designs that deliver common enterprise applications, over, a common secure transport service, in support of the DHS mission. The certified and type-accredited designs apply to LAN sites with 20 or fewer devices, as more than 20 devices require enough individually detailed review to the point where they cannot be type-accredited.

HSDN consists of two sets of fully redundant core infrastructures of routers, servers, and data storage located at the two DHS Data Centers and connected by DHS’ wide area network (OneNet). It also includes two redundant DMZ gateways to other SECRET networks (e.g., the Department of Defense SIPRNet), a Network Operations Center, a Security Operations Center, a helpdesk, the backbone network to connect the end user nodes, and the networked components at those nodes including the end point routers, servers, encryptors, workstations, printers, other peripheral equipment and services that operate on the network. Those enterprise services include email, organizational messaging Secure Video Teleconferencing (SVTC), a web portal, collaboration tools, applications hosting services, global backup and recovery services, and standard office automation tools. HSDN offers several standard end point configurations including, type-accredited small sites, type-accredited medium sites and custom large sites. In addition, HSDN also offers Secure Mobile Environment Portable Electronic Devices (SME-PEDs). This task order provides for the sustainment, operations, maintenance and incremental deployment of HSDN.

The DHS C-LAN provides current DHS HQ capabilities for TS and TS/SCI communications. C-LAN is a DHS managed extension of the Joint Worldwide Intelligence Communications System (JWICS). In a manner similar to HSDN, C-LAN also offers type-accredited small and medium sites, and a similar opportunity to define custom large sites. C-LAN is certified and accredited by the NSS CISO.

This task order provides for sustainment, operations, maintenance and incremental deployment of the C-LAN.

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

The Homeland TOP SECRET/SCI Network (HTSN) is supported in President's Budget for FY11. HTSN will streamline and modernize the DHS TS/SCI data capabilities to enhance TS/SCI data communications and collaboration within DHS and among DHS and other federal agencies and organizations, including the DoD and the Intelligence Community (IC). This service will strengthen both the TS/SCI data exchanges with the Department and with users of other networks. It will provide a scalable infrastructure, capable of supporting growth and evolution of the DHS mission. Until the HTSN architecture is defined, designed, implemented, tested and deployed, the current baseline C-LAN will be maintained and evolved appropriately.

Homeland Secure Communications (HSC) is a planned new program in DHS that will consolidate the planning, architecture, and implementation of secure voice and secure video communications into a centrally governed and managed activity. Motivated by the same opportunities to improve effectiveness and efficiency recognized in other aspects of networked services, HSC will provide effective and efficient voice and video services while saving considerable costs through leveraging common architecture, design, shared management, and leveraged investments.

DHS policy is driving migration to the common use of the infrastructures. Both HSDN and CLAN are each leveraging the common enterprise infrastructure elements as a foundation for their service offerings.

### **C.1.4.1 EXTERNAL INTERDEPENDENT PROGRAMS**

The following lists the external interdependent organizations and networked services that interface with DHS Enterprise Networked Services.

- OneNet is the DHS Wide Area Network (encrypted) composed of Verizon/AT&T leased circuits. Customs and Border Protection (CBP) is the steward for OneNet, which itself is a transition from an older Multiprotocol Label Switching (MPLS) network infrastructure. Management of OneNet is not within the scope of this task order;
- Data Centers 1 and 2 (DC1 and DC2), located in Mississippi and Virginia respectively, are established to consolidate information technology systems and to serve as backups for each other to maintain operations of critical departmental IT systems. Currently, the HSDN resides at both DC1 and DC2. The C-LAN resides at the Nebraska Avenue Complex (NAC) with a backup at DC2. Management of the infrastructure at the primary locations are within the scope of this task order, but management of the Data Centers themselves is not within the scope of this Task Order;
- SIPRNET is the Department of Defense networked infrastructure to transmit information up to and include information classified SECRET. DHS maintains an interface between the HSDN and the SIPRNET (only the management of the interface to the SIPRNET is within the scope of this task order);

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- JWICS is the Intelligence Community’s networked infrastructure for TS and TS/SCI connectivity. Management of only the interface to the JWICS is within the scope of this task order). C-LAN is an extension to the JWICS and maintains interfaces to it; and
- Director of National Intelligence – SECRET (DNI-S). For example, in the future, this may migrate into the planned Federal SECRET Fabric.
- Office of the Director of National Intelligence (ODNI) and Intelligence Community (IC) partners.
- In the future, enterprise networked services from other agencies (international, Federal, State, Local, and Tribal) may interface to DHS systems, services, and networks.

### **C.2 SCOPE**

The scope of this task order includes design, engineering, architecture, integration, configuration, testing, deployment, sustainment, operations, and maintenance of the enterprise networked services. The scope also includes all of the above activities applied to the future successor system to C-LAN (known as the HTSN), HSC systems and additional systems identified in greater detail below

### **C.3 OBJECTIVE**

The objective of this task order is to provide secure, enterprise networked services among DHS intelligence components, law enforcement agencies, emergency preparedness and response components, and other field activities for the purpose of moving data in support of DHS overall missions.

### **C.4 TASKS**

**Task 1:** Task Order Management

**Task 2:** ENNS Operations and Maintenance, and Enhancement

**Subtask 1:** Systems Engineering, Architecture, and Technical Analysis

**Subtask 2:** Design, Development and Test

**Task 3:** HSDN Deployment

**Task 4:** C-LAN Deployment

**Task 5:** HTSN Development, Deployment and Sustainment (Optional)

**Task 6:** HSC Development, Deployment and Sustainment (Optional)

**Task 7:** Communications Security (COMSEC) Equipment, Policy, and Procedures

**Task 8:** Security Services

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

### **Task 9: Other IT Services**

**Subtask 1:** Video Conferencing

**Subtask 2:** IT Continuity Management

**Subtask 3:** Continuity Planning

**Subtask 4:** Continuity Reviews and Coordination

**Subtask 5:** Continuity Program Administration

**Subtask 6:** Electronic Records

### **C.4.1 TASK 1 – TASK ORDER MANAGEMENT**

The contractor shall provide task order management support services to efficiently manage the initial transition, the continuous evolution and the routine maintenance of DHS Enterprise Networked Services.

#### **C.4.1.1 SUBTASK 1 – PROVIDE PROGRAM MANAGEMENT**

The contractor shall provide program management support under this Task Order. This includes the management and oversight of all activities performed by contractor personnel, including the effective use of subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS). The contractor shall identify a Program Manager (PM) by name, who shall provide management, direction, administration, quality assurance, and leadership for the execution of this task order.

##### **C.4.1.1.1 COORDINATE A PROGRAM KICKOFF MEETING**

The contractor shall schedule, coordinate and provide an agenda for a Program Kick-Off Meeting at a location approved by the Government. The meeting will provide an introduction between contractor personnel and Government personnel who will be involved with the task order. The meeting will provide an opportunity to discuss technical, management, security issues, travel authorization and reporting procedures. At a minimum, the attendees shall include key contractor personnel, DHS representatives, other relevant Government personnel, and the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR).

The contractor shall provide the following at the kickoff meeting:

- Transition In Plan;
- Project Management Plan;
- Final Quality Control Plan; and
- Earned Value Management (EVM) Plan.

##### **C.4.1.1.2 TRANSITION IN**

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

The contractor shall ensure that there will be minimum service disruption to National Security Systems and no service degradation during and after transition. See H.27, Transition-In, for requirements.

### **C.4.1.1.3 STATUS REPORTS**

#### **C.4.1.1.3.1 WEEKLY ACTIVITY REPORT (WAR)**

The contractor shall prepare a weekly activity report which is focused on operational issues.

The WAR shall include the following:

- Changes in the operational characteristics of all internal and external systems, subsystems, configurations, and services.
- Internal and external risks and issues
- Changes in program and project status
- All security issues (personnel, facility, events, incidents, and operational)

#### **C.4.1.1.3.2 MONTHLY STATUS REPORT (MSR)**

The contractor Program Manager shall develop and provide a MSR using MS Office Suite applications (Excel for numeric tables), within 15 working days after close of the contractor's accounting system, which includes the first of previous month through last day of previous month, via electronic mail to the Client Representative (CR) and the COR.

The MSR shall include the following:

- Activities during reporting period, by task (Include: On-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task;
- Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them;
- Personnel gains, losses and status (security clearance, etc.);
- Government actions required;
- Schedule (Shows major tasks, milestones, and deliverables; planned and actual start and completion dates for each);
- Summary of trips taken, conferences attended, etc.
- EVM statistics as applicable.

#### **C.4.1.1.3.3 WEEKLY PROJECT REPORT (WPR)**

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

For each active project, the contractor shall prepare a weekly project report which is focused on project status. This status shall be a weekly snapshot of real-time reports from a project execution management system. Industry Best Practices (e.g. PMBOK) for project execution and control shall be used.

The WPR shall include the following:

- Schedule Assessment Report identifying the likelihood of meeting target due date with projected completion date with schedule analysis (baseline and current, including progress along the critical path adjusted for resource constraints when appropriate);
- Milestone Status Report showing completions and general progress, identifying the current task on the critical chain (on which if no progress is made amounts to a day for day slip);
- Escalation Report to identify all outstanding issues (new, ongoing, and closed within last period) and the help needed to get the project back on track;
- Portfolio Management Report showing the amount of project schedule risk by customer, project size, or other; and
- Pipeline Management Report showing the flow of projects (approved and notional) showing the best utilization of critical resources, filling empty slots as priority allows.

### **C.4.1.1.4 EARNED VALUE MANAGEMENT (EVM) CRITERIA**

The contractor shall employ and report on EVM in the management of this Task Order. See H.19, Earned Value Management, for the EVM requirements.

### **C.4.1.1.5 CONVENE TECHNICAL STATUS MEETINGS**

The contractor Program Manager shall convene a monthly Task order Activity and Status Meeting with the CR, COR, and other vital government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activity and status report, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor Program Manager shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the COR within five calendar days following the meeting.

#### **C.4.1.1.5.1 PROGRESS MEETINGS**

The Program Manager shall be available to meet with the COR and/or CR upon request to present deliverables, discuss progress, exchange information and resolve emergent technical problems and issues. These meetings may take place at FEDSIM, a DHS facility in the Washington DC Metropolitan Area or via teleconference.

**C.4.1.1.5.1 Integrated Baseline Reviews**

The Contractor shall conduct a post award Integrated Baseline Review (IBR). The Government may require additional IBRs at the exercise of significant options or the incorporation of major modifications.

**C.4.1.1.6 PROJECT MANAGEMENT PLAN (PMP)**

The contractor shall document all support requirements in a PMP.

The PMP shall:

- describe the proposed management approach;
- contain detailed Standard Operating Procedures (SOPs) for all tasks;
- include milestones, tasks, and subtasks required in this task order;
- provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between Government organizations; and
- include the contractor's Quality Control Plan (QCP) and EVM Plan.

The contractor shall provide the Government with a draft PMP at the Kick-Off Meeting, on which the Government will make comment. The final PMP shall incorporate Government comments and shall be provided 30 calendar days after the Kick-Off Meeting.

**C.4.1.1.6.1 PREPARE AND UPDATE WORK BREAKDOWN STRUCTURE**

The contractor shall prepare and update the project WBS derived from the PWS and linked to the project schedule, budget, and time-phased expenditure plan. The WBS will be included as part of the PMP, will be available online, and will be maintained for the life of the task order.

The contractor shall use the WBS as a means of assigning responsibilities to project task leaders and, along with the detailed schedule and time-phased budget, tracking progress at the detailed task level. The WBS will be modified, as needed, to reflect changing project emphasis, or to provide better visibility and tracking of project activities.

**C.4.1.1.6.2 PROJECT MANAGEMENT PLAN (PMP) UPDATES**

The PMP is an evolutionary document that shall be updated, at a minimum, yearly. The contractor shall work from the latest Government approved version of the PMP.

**C.4.1.1.7 PREPARE DETAILED TRIP REPORTS**

The contractor shall provide detailed trip reports at Government request prior to MSR delivery, which include the following: by trip, the name of the employee, location of travel, duration of trip, trip costs (lodging, travel, per diem) Reports as requested are due ten (10) business days after trip completion. All other trip reporting, shall be via the Monthly Status Reports as described in paragraph C.4.1.1.3.2.



## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

Site surveys and deployments will be documented in the site install plan (draft/final). Site survey and deployment cost will be individually documented in the monthly RFC summary report (a subset of the monthly invoice).

### **C.4.1.1.8 UPDATE QUALITY CONTROL PLAN (QCP)**

The contractor shall update the QCP submitted with their proposal and provide a final QCP five (5) days after task order award. The contractor shall update the QCP (minimum of yearly) to reflect changes in the plan.

### **C.4.1.1.9 BUSINESS CONTINUITY PLAN (BCP)**

The Contractor shall prepare and submit a BCP to the Government. The BCP Plan shall be due 30 days after task order date of award, and shall be updated on an annual basis. The BCP shall document Contractor plans and procedures to maintain support during an emergency, including natural disasters and acts of terrorism.

The BCP, at a minimum, shall include the following:

- A description of the Contractor's emergency management procedures and policy;
- A description of how the Contractor will account for their employees during an emergency;
- How the Contractor will communicate with the Government during emergencies; and
- A list of primary and alternate Contractor points of contact, each with primary and alternate:
  - Telephone numbers and
  - E-mail addresses

Individual systems described within the BCP shall be activated immediately after determining that an emergency has occurred, shall be operational within eight (8) hours of activation or as directed by the Government, and shall be sustainable until the emergency situation is resolved and normal conditions are restored or the task order is terminated, whichever comes first. In case of a life threatening emergency, the CR shall immediately make contact with the Contractor Program Manager to ascertain the status of any Contractor personnel who were located in Government controlled space affected by the emergency.

When any disruption of normal, daily operations occur, the Contractor Program Manager and the CR shall promptly open an effective means of communication and verify:

- Key points of contact (Government and contractor);
- Temporary work locations (alternate office spaces, telework, virtual offices, etc.);
- Means of communication available under the circumstances (e.g. email, webmail, telephone, FAX, courier, etc.); and
- Essential Contractor work products expected to be continued, by priority.

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

The Government and Contractor Program Manager shall make use of the resources and tools available to continue contracted functions to the maximum extent possible under emergency circumstances. The contractor shall obtain approval from the Contracting Officer prior to incurring costs over and above those allowed for under the terms of this task order.

### **C.4.1.1.10 SECTION 508 COMPLIANCE REQUIREMENTS**

Unless the Government invokes an exemption, all EIT products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

All EIT deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable standards have been identified:

- 36 CFR 1194.21 - Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including to Government developed and owned software and hardware (GOTS) and Commercial off the Shelf (COTS) software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.
- 36 CFR 1194.22 - Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as Flash or Asynchronous JavaScript and XML (AJAX) then "1194.21 Software" standards also apply to fulfill functional performance criteria.

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- 36 CFR 1194.23 - Telecommunications Products, applies to all telecommunications products including end-user interfaces such as telephones and non end-user interfaces such as switches, circuits, etc. that are procured, developed or used by the Federal Government.
- 36 CFR 1194.24 - Video and Multimedia Products, applies to all video and multimedia products that are procured or developed under this work statement. Any video or multimedia presentation shall also comply with the software standards (1194.21) when the presentation is through the use of a Web or Software application interface having user controls available.
- 36 CFR 1194.25 - Self Contained, Closed Products, applies to all EIT products such as printers, copiers, fax machines, kiosks, etc. that are procured or developed under this work statement.
- 36 CFR 1194.26 - Desktop and Portable Computers, applies to all desktop and portable computers, including laptops and personal data assistants (PDA) that are procured or developed under this work statement.
- 36 CFR 1194.31 - Functional Performance Criteria applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.
- 36 CFR 1194.41 - Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required "1194.31 Functional Performance Criteria", they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, a help desk shall have the ability to transmit and receive messages using TTY.

Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied.

Any request for additional exceptions shall be sent to the CR and determination will be made in accordance with DHS MD 4010.2.

DHS has identified the following exceptions that may apply:

- 36 CFR 1194.2(b) - (COTS/GOTS products), When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

products are commercially available that meets some but not all of the standards, the agency must procure the product that best meets the standards.

When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and requires approval from the DHS Office of Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

- 36 CFR 1194.3(b) - Incidental to Task order, all EIT that is exclusively owned and used by the contractor to fulfill this work statement does not require compliance with Section 508. This exception does not apply to any EIT deliverable, service or item that will be used by any Federal employee(s) or member(s) of the public. This exception only applies to those contractors assigned to fulfill the obligations of this work statement and for the purposes of this requirement, are not considered members of the public.
- 36 CFR 1194.3(f) - Back Office, applies to any EIT item that will be located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment. This exception does not include remote user interfaces that are accessible outside the enclosed "space".
- EXEMPTION FOR NATIONAL SECURITY SYSTEMS.--This section shall not apply to national security systems, as that term is defined in section 5142 of the Clinger-Cohen Act of 1996 (40 U.S.C. 1452):

(a) DEFINITION- In this subtitle, the term 'national security system' means any telecommunications or information system operated by the United States Government, the function, operation, or use of which--

- (1) involves intelligence activities;
- (2) involves cryptologic activities related to national security;
- (3) involves command and control of military forces;
- (4) involves equipment that is an integral part of a weapon or weapons system;
- or
- (5) subject to subsection (b), is critical to the direct fulfillment of military or intelligence missions.

(b) LIMITATION- Subsection (a) (5) does not include a system that is to be used for routine administrative and business applications (including payroll, finance, logistics, and personnel management applications).

#### **C.4.1.1.11 IMPLEMENT TRANSITION OUT PLAN**

The contractor shall implement its Transition-Out Plan no later than 120 calendar days prior to expiration of the task order. See Section H.28, Transition Out for additional information.

#### **C.4.1.2 CHANGE MANAGEMENT PROCESS**

The contractor shall provide a process to manage all changes to enterprise networked services. The contractor shall prepare and deliver a Configuration Management Plan (CMP) to provide process detail which supports this requirement. This process shall be driven by Requests for Change (RFC), with a formal submission and approval processes that integrate with DHS' Department-wide change management authorities (e.g. Enterprise Architecture Center of Excellence (EACOE), Infrastructure Configuration Control Board (ICCB), NSS Accreditation Working Group (NSSAWG)) and existing governance mechanisms. This process shall be implemented by an electronic work flow control system. The financial management process for this task order shall be integrated with this electronic workflow control system and all reports which that process generates. The entire CM process shall feed the online electronic project status reporting requirement specified in C.4.1.1.3.3.

All solutions and services shall meet DHS Enterprise Architecture policies, standards, and procedures. Specifically, the contractor shall comply with the following Homeland Security Enterprise Architecture (HLS EA) requirements:

- All developed solutions and requirements shall be compliant with the HLS EA.
- All IT hardware and/or software shall be compliant with the HLS EA Technical Reference Model (TRM) Standards and Products Profile.
- Description information for all data assets, information exchanges and data standards, whether adopted or developed, shall be submitted to the Enterprise Data Management Office (EDMO) for review and insertion into the DHS Data Reference Model and Enterprise Architecture Information Repository.
- In compliance with OMB mandates, all network hardware shall be IPv6 compatible without modification, upgrade, or replacement.

The contractor shall adhere to a controlled mechanism for keeping both costs and schedule within the following bounds: to the extent where the contractor has control over the activities in the change process, costs and schedule actual performance is required to not vary by more than +5% and -10% of estimates which are provided in the RFC. The purpose of this control mechanism is to ensure accuracy in cost and schedule estimation.

#### **C.4.2 TASK 2 –ENSS OPERATIONS, MAINTENANCE AND ENHANCEMENT**

The contractor shall provide design, engineering, architecture, integration, configuration, testing, deployment, sustainment, operations, and maintenance. This task order will provide services

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

which enhance and integrate with the DHS Network Operations Center, Security Operations Center, Headquarters Operations Center (HOC), Helpdesk and desk side support in accordance with the Service Level Agreements (SLAs).

The contractor shall:

- a. Provide all of the technical services necessary to engineer, operate, deploy, and maintain the networks for DHS;
- b. Provide services in accordance with the Service Level Agreements (SLAs) as outlined in Section J, Attachment E;
- c. Provide operations and maintenance of networks, including the following;
  - Monitoring and reporting in real- and near real-time all enterprise networked services for operational status and utilization,
  - Operate 24x7 Network Operations Centers (NOC),
  - Operate 24x7 Helpdesk Support,
  - Manage and coordinate circuit provisioning with the designated circuit management personnel,
  - Maintain configuration management database,
  - Manage and maintain secure radio frequency (RF) and non-radio frequency wireless communications (e.g. SME-PED, Land Mobile Radio (LMR), laser, and SATCOM),
  - Provide Secure Messaging System (SMS) administration and support,
  - Manage End-user account processing (e.g. create, modify and delete),
  - Provide training to end users and site administrators,
  - Provide desktop support and customer follow-up,
  - Provide preventive maintenance and obsolescence management, and
  - Make recommendations for improved services.
- d. Perform project control activities and performance management report for all projects and sites including;
  - Scheduling Activities,
  - Request for Change (RFC) support as it relates to operations and maintenance activities, and
  - Business Administration support.
- e. Provide remote operations and management as well as on site maintenance as required for systems hosted at data centers;
- f. Develop an access management procedure with the DHS Data Center contractor;

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- g. Manage and operate remote network user login services;
- h. Prepare Rough Order Magnitudes, technical drawings and explanations, presentation materials, and provide subject matter expertise as needed to promote approval and implementation of RFCs;
- i. Maintain, monitor and manage the DHS Enterprise Networked Services infrastructure;
- j. Provide performance tuning and optimization services;
- k. Perform evaluation and verification of deployments and system upgrades;
- l. Maintain specialized user applications and database requests;
- m. Verify installed configurations are consistent with configuration management and version control of all software, privileged and normal user accounts; and
- n. Perform Information Technology Information Library (ITIL) Capacity Management processes to ensure that all serviced elements are provisioned to support operational SLAs.

### **C.4.2.1 SUBTASK 1 – SYSTEMS ENGINEERING, ARCHITECTURE, AND TECHNICAL ANALYSIS**

The contractor shall develop, and upon Government approval, execute a technical strategy to sustain and improve enterprise networked services in a disciplined and structured manner.

The contractor shall:

- a. Ensure architecture, engineering, and design of networked services are consistent with DHS standards, regulations, policies and approved practices;
- b. Documenting the operational user requirements and the technical system derived requirements in preparation for system design, i.e. document, and manage end user and business owner operational requirements, key performance attributes, and measures of effectiveness for infrastructure systems functionality;
- c. Maintain the technical as-built documentation of the infrastructure;
- d. Maintain the “To-Be” architecture and build-out plan to a level of granularity that enables trade-off analysis to be performed that supports annual and special program planning and budgeting exercises;

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- e. Develop engineering solutions for the continuous improvement of DHS Enterprise Networked Services;
- f. Review and evaluate proposed engineering and architectural solutions and submit recommended solutions for Government approval;
- g. Develop Rough Order of Magnitude (ROM)/RFC Development for service requests to meet Components and user requirements, based on processes that are defined by the Configuration Management Plan (CMP);
- h. Develop and update documentation in accordance with DHS Acquisition Directive 102-01 and the Systems Engineering Life Cycle (SELC);
- i. Provide technical and engineering services for network changes and enhancements;
- j. Provide engineering solutions to the information sharing problem which involve the deployment of cross domain solutions; and
- k. Provide engineering solutions which address all aspects of enterprise management (networks, services, and applications). Provide interface solutions to enterprise services provided by external organizations.

### **C.4.2.2 SUBTASK 2 – DESIGN, DEVELOPMENT AND TEST**

The contractor shall design, develop, acquire, implement, integrate, test, document, and secure systems and subsystems with the objective to provide reliable, available, and secure data transport; and application hosting and access for authorized users.

The contractor shall:

- a. Provide development laboratory environments at Government-provided locations or at contractor-provided locations that are approved by the Government which are capable of simulating or replicating conditions on the operational network, isolated from ongoing operations;
- b. Operate, maintain and provide timely refreshes as technology evolves;
- c. Provide all management and logistics support for engineering services functions in compliance with DHS standards and policies;
- d. Develop and execute strategies and plans for interfacing to or incorporating currently independent operational enclaves;



## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- e. Develop and track the allocation of operational requirements to the system design level, including technical systems, manpower, resources, operations and logistics;
- f. Demonstrate that system level requirements are reflective of end user and business owner operational requirements;
- g. Maintain requirements traceability throughout the lifecycle;
- h. As required and approved, provide operations and management of applications. DHS uses a combination of Commercial Off the Shelf (COTS), Government Off the Shelf (GOTS) and custom developed applications to support specific missions in the Department;
- i. Provide development to customize applications to operate in mission scenarios and provide application support to maintain and extend mission application capabilities;
- j. Provide advice on emergency radio communications that interface with DHS computer networks, develop solution plans, and implement as directed;
- k. Assess and provide options for how interoperability across these systems can be enhanced;
- l. Implement identity, credentialing, and access management services consistent with DHS Policies and Procedures;
- m. Identify, acquire, customize and integrate the suite of technical management tools required to control communication network priorities so that secure video-teleconferencing (SVTC) and voice over secure IP (VoSIP) operate at a level of quality of service (QoS) appropriate to the successful implementation of these capabilities;
- n. Establish and support remote network user login services;
- o. Design and develop a methodology and mechanism for performance optimization of enterprise networked services;
- p. Develop and update systems engineering documentation in accordance with DHS SELC policy and guidelines;
- q. Assist the government in evolution of standardized business processes consistent with ITIL;
- r. Across all enterprise networked services, use a standardized, consistent, and disciplined approach for all systems engineering, architecture, design, development, integration, security, deployment, testing, operations, and maintenance activities;

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- s. In accordance with the RFC process, design and develop new system capabilities and repair problems identified during discovery or reported by end users and support personnel;
- t. Apply standardized and consistent systems engineering methods to every RFC to ensure that reliability, availability, and security of the enterprise is maintained without introduction of unacceptable risk;
- u. Prepare Rough Order Magnitude estimates, technical drawings and explanations, and presentation materials, as needed to support approval and implementation of RFCs; and
- v. Develop training packages for all users and administrators.

### **C.4.3 TASK 3 – HSDN DEPLOYMENT**

The contractor shall acquire, warehouse, inventory, transport, install, configure, integrate, test, and secure components of the HSDN for deployment to new and existing sites. The contractor shall develop and present standard training modules to authorized users and administrators.

The contractor shall:

- a. Ensure that work on all approved site Move, Add or Change (MAC) requests comply with the DHS network and enterprise architecture, DHS policy and guidance documents, and with all pertinent security requirements;
- b. Provide project tracking of all RFCs. Produce Rough Order of Magnitude estimates for schedule, costs, and technical requirements (For Example: Evaluate physical, electrical, HVAC, circuit and security capabilities/characteristics, etc) to satisfy RFCs, including MACs, service enhancements, and deployments;
- c. Execute deployment, moves, additions or changes in accordance with approved RFCs;
- d. Plan, develop and document all requirements for HSDN deployments and prepare cost and schedule estimates in support of RFC submissions;
- e. Provide turn-key services to create or modify existing or new IT facilities approved for the installation and operation of systems, including SECRET and TOP SECRET /SCI at the customer location specified in each RFC;
- f. Provide positive physical control of warehouse inventory, databases enumerating that inventory, and access control by project personnel to the equipment warehouse, in accordance with Federal policies for handling of classified material;

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- g. Provide support for RFC presentation and review by the ERB and CCB and delivery to the DHS;
- h. Provide all of the technical services necessary to deploy new sites, and to do moves/adds/changes to existing sites based on approved RFCs;
- i. Provide logistical support to meet the deployment standards defined by the SLAs; and
- j. Develop and present training to end users and site administrators.

### **C.4.4 TASK 4 – C-LAN DEPLOYMENT**

The contractor shall acquire, warehouse, inventory, transport, install, configure, integrate, test, and secure components of the C-LAN for deployment to new and existing sites. The contractor shall develop and present standard training modules to authorized users and administrators.

The contractor shall:

- a. Ensure that work on all approved site Move, Add or Change (MAC) requests comply with the DHS network and enterprise architecture, DHS policy and guidance documents, and with all pertinent security requirements;
- b. Provide project tracking of all RFCs. Produce Rough Order of Magnitude estimates for schedule, costs, and technical requirements (For Example: Evaluate physical, electrical, HVAC, circuit and security capabilities/characteristics, etc) to satisfy RFCs, including MACs, service enhancements, and deployments;
- c. Execute deployment, moves, additions or changes in accordance with approved RFCs;
- d. Plan, develop and document all requirements for C-LAN deployments and prepare cost and schedule estimates in support of RFC submissions;
- e. Provide turn-key services to create or modify existing or new IT facilities approved for the installation and operation of systems at the TOP SECRET /SCI customer location specified in each RFC;
- f. Provide positive physical control of warehouse inventory, databases enumerating that inventory, and access control by project personnel to the equipment warehouse, in accordance with Federal policies for handling of TS/SCI material;
- g. Provide support for RFC presentation and review by the ERB and CCB and delivery to the DHS;

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- h. Provide all of the technical services necessary to deploy new sites, and to do moves/adds/changes to existing sites based on approved RFCs;
- i. Provide logistical support to meet the deployment standards defined by the SLAs; and
- j. Develop and present training to end users and site administrators.

### **C.4.5 TASK 5 – HTSN DEVELOPMENT, DEPLOYMENT AND SUSTAINMENT (OPTIONAL)**

The contractor shall provide a responsive, reliable, survivable computing infrastructure platform and framework for voice, video and data communications in support of TS/SCI collaboration, information sharing, and knowledge management activities across DHS and its homeland security partners.

The contractor shall:

- a. Perform design, acquisition, testing, integration, deployment and transition activities to implement the following features:
  - A centrally governed enterprise-level TS/SCI network that accommodates existing and future DHS network circuits;
  - A potential future TS collateral network
  - Common provisioning of enterprise applications to include office productivity, file sharing, and email;
  - An infrastructure capable of hosting existing and current and future intelligence applications;
  - A central network and security operations and monitoring capability;
  - Conventional and low-cost type accredited workstation solutions, WAN and communication interface designs;
  - Critical backup, recovery, and Continuity of Operations (COOP) capability
- b. Provide development laboratory environments at Government-provided locations or at contractor-provided locations that are approved by the Government which are capable of simulating or replicating conditions on the operational network, isolated from ongoing operations.

### **C.4.6 TASK 6 – HSC DEVELOPMENT, DEPLOYMENT AND SUSTAINMENT (OPTIONAL)**

Leveraging existing DHS components and networks, the contractor shall provide the voice, video, and data communications infrastructure and supporting operations necessary to exchange national security information for intelligence sharing and analysis; counterterrorism planning; and crisis response across DHS and its homeland security partners.

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

The contractor shall perform design, acquisition, testing, integration and deployment activities to implement the following capabilities:

**a) Virtual Collaboration to include;**

- Hosting conferences with multiple participants (DHS Components, other Federal agencies, and State and local homeland security partners),
- Voice and video collaboration with document sharing and data streaming (video, satellite feeds),
- Desktop-based point-to-point Video Teleconferencing (VTC),
- Voice-only devices, and
- Connection to classified VTC and Collaboration sessions using Secure Telephone Equipment (STE) and secure wired and wireless devices,

**b) Mobile Communications, to include;**

- Wireless (satellite and cellular) communications (includes email and internet access), in Continental United States (CONUS) and Outside the Continental United States (OCONUS),
- Connectivity among mobile classified mobile communications devices, remote operations centers, and the DHS communications infrastructure,
- Connectivity to field operators,
  - In CONUS along the US Borders, airfields and other ports of entry, and
  - In remote locations (including OCONUS),
- Communications relay between mobile radios via IP over landlines,
- Deployable communications centers,
- Interoperability between DHS mobile devices and other federal agencies' (e.g. the White House) in-house communications devices, and
- Directory Services.

### **C.4.7 TASK 7 – COMMUNICATIONS SECURITY (COMSEC) EQUIPMENT, POLICY, AND PROCEDURES**

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Utilize the DHS COMSEC Material Control System (CMCS) for the distribution, deployment, and accountability of COMSEC materials and equipment;
- In accordance with DHS Management Directive 4300B, augment and assist with the operation and maintenance of the DHS National COMSEC account and the DHS National Capital Region COMSEC account for distribution and accountability of COMSEC materials and equipment;
- Incorporate and develop engineering solutions to facilitate the Electronic Key Management System (EKMS) and the future Key Management Infrastructure (KMI) into the system architecture for deployment of electronic key to enterprise networked encryption equipment;
- Procure, warehouse, control, and deploy all Controlled Cryptographic Items (CCI) through the DHS National COMSEC accounts IAW approved Requests for Change (RFCs) and the approval of the DHS COMSEC Central Office of Record.

### **C.4.8 TASK 8 – SECURITY SERVICES**

The contractor shall support management of the security processes, controls and tools that provide information assurance among the enterprise networked services, in accordance with DHS Management Directive 4300B and DCID 6/3. The contractor shall support the DHS Risk Management Division (RMD) in their oversight of security compliance of HSDN and C-LAN systems relative to DHS security policies, guidance and mandates.

The contractor shall provide engineering, operations, and maintenance of functions necessary to provide all security solutions and services for the DHS security compliance program, to include:

- Operate 24x7 Security Operations Centers (SOC) to include continual security monitoring of all relevant systems to track potentially suspicious anomalies, and analyze these anomalies to determine whether they are reportable security events,
- All security events and notification will be reported to the enterprise DHS SOC and relevant parties for escalation,
- Ensure compliance through development and maintenance of sufficient security controls, processes and procedures to meet DHS Information Assurance, Information Security, and Communications Security policies and procedures,
- Conduct continual security scans, perform analysis of the scan results, and report all findings,
- Support response to all security events on the HSDN and C-LAN, including developing Incident Response Plans, taking remediation actions, and coordinating with other incident

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

responder organizations,

- Support disaster recovery and contingency planning activities
- Provide security training to end users and site administrators,
- Make recommendations for improved security services.
  - a. Develop and maintain all relevant security documentation including C&A Updates, Security Incident Reports, Standard Operating Processes and Procedures as well as other documentation in accordance with the DHS SELC;
  - b. Change Management
    - Perform validation and remediation of all proposed changes to maintain or enhance existing security controls, processes or procedures.
    - Ensure that all proposed changes are processed in accordance with the CMP for appropriate approval and guidance.
  - c. Patch Management
    - Monitor and report on the timeliness of implementation of patches to mitigate security risks and findings,
    - Provide patch management and reporting of security risks and findings, and
    - Perform patch and upgrade management.

The contractor shall provide engineering functions necessary to provide all security solutions and services for the DHS security compliance program, to include:

- a. Provide security engineering support in close coordination with enterprise engineering functions within this Task Order and in compliance with the Configuration Management Plan, to include:
  - Engineering assistance to develop modifications that implement technical security policies and controls, consistent with DHS Enterprise Architectures, policies and standards;
  - Integrate security processes, controls and technologies into technical solutions.
  - Where feasible, leverage type-accredited solutions, and a consistent approach in design, development, and testing;

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Develop situation-specific, accreditable solutions;
- Provide a comprehensive assessment of the security posture and vulnerability of newly engineered IT services, as required;
- Develop engineering solutions to correct anomalies identified during periodic security testing, while ensuring certification and accreditation is maintained;

### **C.4.9 TASK 9 – OTHER IT SERVICES**

The contractor shall provide Other IT Services and maintenance in accordance with the Service Level Agreements (SLAs).

#### **C.4.9.1 SUBTASK 1 – VIDEO CONFERENCING**

The contractor shall:

- Engineer, operate, and maintain video teleconferencing and multimedia services and equipment. Conferencing and multimedia equipment includes support for secure and non-secure bridging systems, display and projection systems, electronic whiteboards, audio systems, DVD and video recording and replay, video switching systems, control systems, and video cameras;
- Provide 7x24x365 (366 for leap years) support for set up and operation of VTC and multimedia systems for selected DHS buildings (currently 2 locations but may increase over the life-cycle of the award); provide user level maintenance support for VTC and multi-media systems, and operate video conferences at multiple locations;
- Maintain, setup, monitor, and troubleshoot video equipment for users. The contractor shall assist customers with the use of video conferencing systems by providing personal instruction in the use of control interfaces and procedures;
- Schedule and monitor all video teleconferencing sessions;
- Maintain an inventory of video conferencing equipment owned and leased by DHS;
- Maintain a DHS video conferencing contact list;
- Maintain and operate a VTC management platform;
- Install, replace and configure video conferencing equipment required by DHS Component customers; and
- Complete all work at SECRET and TS/SCI.



**C.4.9.2 SUBTASK 2 – IT CONTINUITY MANAGEMENT**

The contractor shall:

- Perform continuity management actions affecting the Information Technology Service Office and all of its functions including the Network Management Center, Security Management Center, Front Office, Enterprise Business Management Office, Infrastructure Information Systems Security Manager (ISSM), Mission Critical Infrastructure Operations (MCIO), Enterprise Application Delivery and Operations, IT Continuity Management, Business Office Operations, Infrastructure Transformation Office, Wireless Management Office, and all network and telecommunications components;
- Provide continuity management and redundancy capability to the Help Desk;
- These programs/offices have recoverable IT essential functions (EFs) with alternate site operations occurring on the systems. Provide IT integration capability for all departmental, intergovernmental, and non-governmental organization (NGO) applications used on the networks.

**C.4.9.3 SUBTASK 3 –CONTINUITY PLANNING**

For the networks and systems, the contractor shall:

- Coordinate strategic planning with programs and offices annually. The outcome of the strategic planning is the Multi-Year Strategic Program Management Plan containing continuity planning goals and objectives to include performance measures for the period;
- Update and maintain annually the national security systems sections of the CIO COOP Implementation Plan. The contractor shall provide the document to the CR for approval;
- Develop, maintain, update and implement the Incident Response and Management Plan, containing management activist and emergency response and escalation procedures. The contractor shall update the plan annually based on threat, exposure and business continuity strategy; and
- Develop, maintain, update the national security system sections of the CIO Operational Recovery Plan and IT Disaster Recovery/Business Continuity Plans, at least annually for offices and programs.

**C.4.9.4 SUBTASK 4 –CONTINUITY REVIEWS AND COORDINATION**

For the networks and systems the contractor shall:

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Participate in Enterprise Architecture Center of Excellence (EACOE) reviews, Enterprise Change Control Board (ECCB) reviews, and other compliance activities to identify the impact of these bodies' decisions and actions on IT continuity planning and advise these bodies' on continuity planning considerations. The contractor shall document the reviews continuity planning impacts and provide comments in accordance with the guidelines provided by the appropriate board; and
- Schedule, plan and conduct a periodic meeting of designated stake holders to discuss and coordinate requirements for the development and maintenance of the Disaster Recovery and IT Contingency Plan and coordinate the plans and activities for conducting COOP Exercises. The meeting participants shall also coordinate actions taken to address findings resulting from COOP exercises. The contractor shall provide meeting minutes to the CR within three business days of the meeting.

### **C.4.9.5 SUBTASK 5 –CONTINUITY PROGRAM ADMINISTRATION**

For the networks and systems, the contractor shall:

- Develop, maintain, update and implement IT continuity policy, guidance, methodologies and tools. Updates shall occur at least annually, in response to Homeland Security Presidential Directives (HSPDs), or as directed by the CR;
- Update and maintain the list of CIO essential functions and critical IT and telecommunication networks, systems, facilities, and critical positions;
- Perform a continuity management review, periodically, or when significant changes occur to the essential function(s) or DHS IT infrastructure. Changes shall result in a threat and vulnerability exposure, Risk Assessment, Interdependency Analysis, Business Impact Analysis. The contractor shall ensure re-use of existing information when performing the aforementioned tasks. The contractor shall prepare a report and executive briefing identifying risk to the CIO;
- Conduct a review of the CIO COOP Implementation program, Operational Recovery/IT Contingency Plans, observe related tests, and provide feedback on program compliance in accordance with all applicable executive orders, presidential directives, other federal and DHS laws, federal orders management policies, handbooks, guidelines, processes, and procedures; and
- Develop executive briefings.

### **C.4.9.6 SUBTASK 6–ELECTRONIC RECORDS**

For the networks and systems, the contractor shall:

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Develop, maintain, update and implement the electronic vital records program to ensure critical records are stored off premise. Records range from paper-based documents to the latest electronic-storage media;
- Ensure off-site storage location(s) be located at least 50 miles from the production site, outside of the impact area of the production site, and inside the continental U.S.;
- The frequency of records back-up is dependent on the record type;
- The retrievable and fully operational time frames shall fulfill the performance requirements for critical and non-critical systems as identified in Continuity of Government Condition (COGCON) level activation and reconstitution timeframes; and
- Test and ensure the records are retrievable and usable at least quarterly. The contractor shall provide a test report to the CR within five (5) business days of completing the test.

## SECTION D - PACKAGING AND MARKING

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section D of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **D.1 PRESERVATION, PACKAGING, PACKING, AND MARKING**

The contractor shall deliver all electronic versions by email and CD-ROM as well as placing in the DHS designated repository. Identified below are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

- |                |   |
|----------------|---|
| • Text         | Microsoft Word                          |
| • Spreadsheets | Microsoft Excel                         |
| • Briefings    | Microsoft PowerPoint                    |
| • Drawings     | Microsoft Visio                         |
| • Schedules    | Microsoft Project                       |
| • Databases    | Appropriate to the specific environment |

## SECTION E - INSPECTION AND ACCEPTANCE

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section E of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **E.2 PLACE OF INSPECTION AND ACCEPTANCE**

Inspection and acceptance of all work performance, reports and other deliverables under this Task Order shall be performed by the FEDSIM COR and the DHS CR in the Washington, DC metropolitan area.

### **E.3 SCOPE OF INSPECTION**

All deliverables will be inspected for content, completeness, accuracy and conformance to Task Order requirements by the FEDSIM COR. Inspection may include validation of information or software through the use of automated tools, testing or inspections of the deliverables, as specified in the Task Order. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

The Government requires a period not to exceed 15 work days after receipt of final deliverable items for inspection and acceptance or rejection.

### **E.4 BASIS OF ACCEPTANCE**

The basis for acceptance shall be compliance with the requirements set forth in the Task Order, the contractor's proposal and other terms and conditions of the Alliant contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

For software development, the final acceptance of the software program will occur when all discrepancies, errors or other deficiencies identified in writing by the Government have been resolved, either through documentation updates, program correction or other mutually agreeable methods

Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments to deliverables must either be incorporated in the succeeding version of the deliverable or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

## SECTION E - INSPECTION AND ACCEPTANCE

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this Task Order, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

### **E.5 DRAFT DELIVERABLES**

The Government will provide written acceptance, comments and/or change requests, if any, within 15 work days (unless specified otherwise in section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have 10 work days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

### **E.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT**

The Contracting Officer (CO)/Contracting Officer's Representative (COR) shall provide written notification of acceptance or rejection of all final deliverables within 15 work days (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

### **E.7 NON-CONFORMING PRODUCTS OR SERVICES**

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within 10 work days of the rejection notice. If the deficiencies cannot be corrected within 10 work days, the contractor will immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within 10 work days.

If the contractor does not provide products or services that conform to the requirements of this task order, the Government will document the issues associated with the non-conforming products or services in the award fee determination report and there will be an associated reduction in the award fee.

## SECTION F – DELIVERABLES OR PERFORMANCE

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section F of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **F.3 PERIOD OF PERFORMANCE**

The period of performance for this Task Order is a one (1) year base period and six (6), one (1) year option periods and reads as follows:

Base Year	2 February 2011 through 1 February 2012
Option Yr 1	2 February 2012 through 1 February 2013
Option Yr 2	2 February 2013 through 1 February 2014
Option Yr 3	2 February 2014 through 1 February 2015
Option Yr 4	2 February 2015 through 1 February 2016
Option Yr 5	2 February 2016 through 1 February 2017
Option Yr 6	2 February 2017 through 1 February 2018

Option Years 2 through 5 contain Extended CLINs that bridge Option years for selected projects.

### **F.4 PLACE OF PERFORMANCE**

The primary place of performance shall be at the contractor's facility. In addition to office space the contractor's facility shall include spaces suitable for a development and test facility and classified IT storage. The contractor facility shall be accreditable to TOP SECRET/SCI.

For O&M and COMSEC on-site support, initially a total of 24 seats will be provided by the Government at various locations in the National Capital Region.

Other places of performance, for on-site work, based on the operational situation at any point in time, shall occur at any HSDN or C-LAN infrastructure location, such as Data Centers 1 (Mississippi) and 2 (Virginia), and at any end-user location (any HSDN or any C-LAN site). Sites are located all over the United States and territories. Future DHS plans may include selected foreign countries.

Long distance travel shall be required in support of this effort.

### **F.5 DELIVERABLES**

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this Task Order. The contractor shall deliver the deliverables and meet the milestones stated below. Section E describes acceptance for deliverables.

The following abbreviations are used in this schedule:  
NLT: No Later Than

## SECTION F – DELIVERABLES OR PERFORMANCE

TOA: Task Order Award

All references to Days: Government Workdays

<b>Deliverable</b>	<b>Reference</b>	<b>Planned Completion Date</b>
Program Start (PS)		At TOA
Kickoff Meeting Agenda	C.4.1.1.1	24 Hours Prior to Kick-Off Meeting
Kickoff Meeting	C.4.1.1.1	Fifteen (15) Days After Award
Transition In Plan – Final	C.4.1.1.2 / H.27	Fifteen (15) Days After Award
Final Quality Control Plan	C.4.1.1.1	At Kickoff Meeting
Earned Value Management Plan	C.4.1.1.1	At Kickoff Meeting
Provide WAR	C.4.1.1.3.1	Weekly
Provide MSR	C.4.1.1.3.2	Within 15 working days after close of the contractor's accounting system"
Provide WPR	C.4.1.1.3.3	Weekly
Report EVM Statistics	C.4.1.1.4	See Section H.19
Provide Technical Status Meeting Minutes	C.4.1.1.5	Five (5) Calendar Days After Meeting
Integrated Baseline Review (IBR)	C.4.1.1.5.1	See Section H.19
Draft Project Management Plan	C.4.1.1.6	At Kick-Off Meeting
Final Project Management Plan	C.4.1.1.6	30 Calendar Days After Kick-Off Meeting
Project Management Plan Updates WBS (Part of PMP)	C.4.1.1.6.2 C.4.1.1.6.1	Yearly
Trip Reports	C.4.1.1.7	Ten (10) Business Days After Travel Completion, Upon Government Request
QCP Updates	C.4.1.1.8	Yearly
BCP	C.4.1.1.9	30 Days After TOA; Updated annually
Section 508 Product Accessibility Report	C.4.1.1.10	NLT 30 days after TOA and upon system changes affecting the report
Transition-Out Plan	C.4.1.1.11	NLT Than 120 Calendar Days Before TO Expiration
Configuration Management Plan (CMP)	C.4.1.2	NLT 60 days after TOA, and revised whenever the CM process changes
Develop Access Management Procedure	C.4.2	NLT 30 days after TOA



## SECTION F – DELIVERABLES OR PERFORMANCE

<b>Deliverable</b>	<b>Reference</b>	<b>Planned Completion Date</b>
Prepare RFC documentation, including cost, schedule, technical drawings and explanations, presentation materials	C.4.2	In accordance with the DHS RFC process as defined in the CMP.
Develop Enterprise Networked Services Technical Strategy for the overall effort	C.4.2.1	120 calendar days after completion of Transition In
Document user requirements	C.4.2.1	In accordance with the DHS RFC process as defined in the CMP.
Develop Rough Order of Magnitude (ROM) Cost And Schedule Estimates	C.4.2.1, C.4.2.2, C.4.3, C.4.4	In accordance with the DHS RFC process as defined in the CMP.
Develop And Update Documentation	C.4.2.1, C.4.2.2, C.4.3, C.4.4	In accordance with the DHS RFC process as defined in the CMP.
Develop Strategies And Plans for operations, maintenance, and enhancement of HSDN and C-LAN	C.4.2.2	In accordance with the DHS RFC process as defined in the CMP.
Develop Allocation Of Operational Requirements	C.4.2.2	In accordance with the DHS RFC process as defined in the CMP.
Develop Methodology And Mechanism For Performance Optimization	C.4.2.2	Triggered by significant changes to the architecture of the infrastructure occur.
Develop Situation-Specific Accredited Solutions	C.4.8	Triggered by the operational requirement for new or changed situation-specific events.
Develop Engineering Solutions	C.4.2.2	In accordance with the DHS RFC process as defined in the CMP.
Develop Training Packages	C.4.2.2, C.4.3, C.4.4	In accordance with the DHS RFC process as defined in the CMP.
Develop C&A Updates, Security Incident Reports and Documents	C.4.8	Tri-annually (core C&A), weekly (incident reports), in near-real-time (upon event), or when network security posture is changed (documents)
Provide Patch Management Reports Of Security Risks and Findings	C.4.8	Monthly
Update and maintain CIO COOP Implementation Plan	C.4.9.3	Annually
Update and maintain Incident Response and Management Plan	C.4.9.3	Annually
Update and maintain CIO	C.4.9.3	Annually

## SECTION F – DELIVERABLES OR PERFORMANCE

<b>Deliverable</b>	<b>Reference</b>	<b>Planned Completion Date</b>
Operational Recovery Plan and IT Disaster Recovery/Business Continuity Plans		
Test Reports	C.4.9.6	Within 5 business days of completing test

### **F.6 PLACE(s) OF DELIVERY**

Unclassified deliverables and correspondence shall be emailed to the GSA Contracting Officer (CO) and Contracting Officer's Representative (COR) at the address below:

Contracting Officer:

Michael Skorny,  
GSA FAS AAS FEDSIM  
1800 F St NW, 3100 Wing  
Washington DC 20405  
Telephone: (703) 603-8195  
Email: michael.skorny@gsa.gov

Contracting Officer's Representative:

Tamika Perkins  
GSA FAS AAS FEDSIM  
1800 F St NW, 3100 Wing  
Washington DC 20405  
Telephone: (202) 809-0257  
Email: tamika.perkins@gsa.gov

Copies of all deliverables shall also be emailed to the DHS CR at the address below:

**Client Representative:**

(b) (6)

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### **F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT**

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment H) as soon as it becomes apparent to the contractor, that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date

## SECTION F – DELIVERABLES OR PERFORMANCE

for the delivery and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including termination.

## SECTION G – CONTRACT ADMINISTRATION DATA

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section G of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **G.3.5 CONTRACTING OFFICER'S REPRESENTATIVE**

The Contracting Officer will appoint a Contracting Officer's Representative (COR) in writing for each Task Order (TO). The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions of the Alliant Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Alliant Contract or the TO.

### **G.9.6 INVOICE SUBMISSION**

The contractor shall submit Requests for Payments in accordance with the format contained in GSAM 552.232-70, INVOICE REQUIREMENTS (SEPT 1999), to be considered proper for payment. In addition, the data elements indicated below shall be included on each invoice.

Task Order number: **GST0011AJ0025**

Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*

FEDSIM Project No.: 10068HSM

Project Title: Enterprise Networked Services Support (ENSS)

Invoice Date

Invoice Number

Proper Bill to address

Proper Remit to address

Prime Contract number

Task Order Period of Performance

Payment Terms

Due Date (if applicable)

Task Order Value

Funded Value

Cost

Fees

Cumulative Amount Billed

Billing Period Date

Remaining Task Order Balance

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates and quantities of labor hours per labor category.

**Task Order GST0011AJ0025 /**

Contract# GS00Q09BGD0056

Modification PS82

PAGE G-1

## SECTION G – CONTRACT ADMINISTRATION DATA

The contractor shall provide a spreadsheet that lists each CLIN and Task within each CLIN. Cost shall be broken out by budget, actual and cost variance for the current period, cumulative to date and estimate at completion. In addition, the contractor shall provide a spreadsheet detailing all RFCs, corresponding Work Breakdown Structure (WBS) numbers, detailed CLIN costs (Labor, Tools, ODCs and Travel), and cost totals including any related fees. Invoice backup data should represent the same period of performance as the submitted invoice (first day of previous accounting month through last day of previous accounting month). Costs in both reports should reconcile to the submitted invoice.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Tracking and Ordering System (TOS) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://enable.its.gsa.gov>

Select *Vendor Support*, log in using your assigned I.D. and password, then click on *Create Invoice*. The TOS Help Desk should be contacted for support at 877-472-4877 (toll free). By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment.

### **G.9.6.1 INVOICE REQUIREMENTS**

The contractor shall submit simultaneous copies of the invoice to both GSA and the DHS CR.

The final invoice is desired to be submitted within 6 months of project completion.

#### **G.9.6.1.1 COST PLUS AWARD FEE (CPAF) CLINS (for LABOR)**

The contractor may invoice monthly (includes first of previous accounting month through last day of previous accounting month) on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by Task area and contractor employee and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

By Task:

- Employee name (current and past employees)
- Employee Alliant labor category
- Monthly and total cumulative hours worked

## SECTION G – CONTRACT ADMINISTRATION DATA

- Billing rate, by labor category for this invoice period (as proposed in the cost proposal)
- All cost presentations provided by the contractor shall also include Overhead Charges, General and Administrative Charges, and allowable Fee (Base Fee and Provisional Award Fee).

The Government will promptly make payment of any unbilled award fee upon the submission, by the contractor to the FEDSIM Contracting Officer's Representative (COR), of a public voucher or invoice in the amount of the total unbilled fee earned for the period evaluated. Payment may be made without issuing a Task Order modification if funds have been obligated for the award fee amount. The contractor shall attach the AFDO/CO determination letter to the public voucher and/or invoice

### **G.9.6.1.2 OTHER DIRECT COSTS (ODCs)**

The contractor may invoice monthly on the basis of cost incurred for the ODC CLIN. The invoice shall include the period of performance covered by the invoice and the CLIN number and title and IA number. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- ODCs purchased
- Consent to Purchase number or identifier
- Associated CLIN
- Project to date totals by CLIN
- Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead Charges, General and Administrative Charges..

### **G.9.6.1.3 TRAVEL**

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR/FTR. Long distance travel is defined as travel over 50 miles. The invoice shall include the period of performance covered by the invoice, the CLIN number and title, and the IA Account number. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel detail shall include separate columns and totals and include the following:

- Travel Authorization Request number or identifier
- Current invoice period
- Total Charges

The following travel detail shall be provided upon request by the Government

## SECTION G – CONTRACT ADMINISTRATION DATA

- Names of persons traveling
- Number of travel days
- Number of days per diem charged
- Per diem rate used
- Total per diem charged
- Lodging costs
- Transportation costs

All cost presentations provided by the contractor shall also include Overhead Charges and General and Administrative Charges.

### **G.10 CONTRACT ADMINISTRATION**

Contracting Officer:

Michael Skorny,  
GSA FAS AAS FEDSIM  
1800 F St NW, 3100 Wing  
Washington DC 20405  
Telephone: (703) 603-8195  
Email: michael.skorny@gsa.gov

Contracting Officer's Representative:

Tamika Perkins  
GSA FAS AAS FEDSIM  
1800 F St NW, 3100 Wing  
Washington DC 20405  
Telephone: (202) 809-0257  
Email: tamika.perkins@gsa.gov

Client Representative:

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## SECTION H – SPECIAL ORDER REQUIREMENTS

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section H of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **H.2 PERSONNEL**

#### **H.2.1 KEY PERSONNEL**

The following are designated key personnel for this task order. The offeror shall propose appropriate labor categories for these positions.

- Program Manager
- Chief Engineer/Architect
- Engineering Manager
- Deployment Manager
- Data Manager
- O&M Manager
- Security Services Manager

The Government desires that key personnel be assigned for the duration of the Task Order.

##### **H. 2.1.1 PROGRAM MANAGER**

The Contractor shall provide a Program Manager (PM) who shall be responsible for all work performed under this consolidated requirements document. The PM shall be a single point of contact for the Contracting Officer, COR and the Client Representative (CR). The PM shall be the contractor's authorized representative for the technical and administrative performance of all services required under this Task Order. The PM shall be the first Point of Contact (POC) for Task Order or administrative questions or difficulties that arise related to this Task Order. The PM shall be the primary point through which communications, requirements, and technical direction flow between the Government and the contractor. The PM shall be available during normal hours of operation, and during periods of no-notice emergencies, including localized acts of nature, accidents, and military or terrorist attacks, to plan, direct, and control the overall management and operational functions specified herein. The PM shall provide the necessary level of Task Order management and administrative oversight to achieve the quantitative and qualitative requirements of this Task Order. The PM or alternate shall have full authority to act for the contractor on all matters relating to daily operation of this Task Order.

It is desirable that the Program Manager have the following desirable qualifications:

- Formal education in Project Management; and



## SECTION H – SPECIAL ORDER REQUIREMENTS

- Management experience with systems similar in size and scope. At least five years of demonstrated excellence in planning, directing, and managing complex IT projects or operations of a similar nature in size and scope as required under this Task Order;
- Demonstrated successful management and supervision of employees of various labor categories and skills in projects similar in size and scope as referenced under this Task Order;
- Knowledge of, and experience with, configuration management and quality assurance concepts and guidelines, including familiarity with International Organization for Standardization (ISO) 9001:2000, Institute of Electrical and Electronics Engineers (IEEE), and the Carnegie Mellon's Software Engineering Institute (SEI) CMMI standards;
- Knowledge of, and experience with, the 508 of the Rehabilitation Act: Electronic and Information Technology Accessibility Standards, and how the Act impacts requirements similar to those of the Task Order;
- Knowledge of, and experience with, FAR regulations and requirements;
- Knowledge of, and experience with, network design and operation;
- Knowledge of, and experience with, network security;
- Knowledge of, and experience with, help desk support and operation;
- Knowledge of, and experience with, networking and network-based software applications;
- Significant experience managing cost type task order/contracts with performance metrics;
- Excellent written and verbal communication skills, including experience in presenting material to senior Government officials and proficiency in the use of Microsoft Office applications;
- Demonstrated skill in managing projects within estimated cost while delivering on schedule;
- Knowledge of industry and government best practices; and
- PMP certification.

### **H.2.1.2 CHIEF ENGINEER/ARCHITECT**

The Contractor shall provide a Chief Engineer who shall be responsible for the systems engineering and architecture for this entire effort.

It is desirable that the Chief Engineer/Architect have the following desirable qualifications:

- Experience with networks;

## SECTION H – SPECIAL ORDER REQUIREMENTS

- Experience with telecommunication projects;.
- At least five years of demonstrated excellence in planning, directing, and managing complex IT projects from an engineering context of a nature similar in size and scope as referenced under this Task Order;
- Successful supervision of, and ability to provide detailed engineering and technical leadership to, engineering employees of various labor categories and skills in telecommunications or IT projects similar in size and scope as referenced under this Task Order;
- Knowledge of, and experience with, configuration management and quality assurance concepts and guidelines, to include experience IEEE, ISO 9001:2000, and SEI CMM standards;
- Knowledge of, and experience with, the 508 Rehabilitation Act and how it impacts requirements similar to those of the TOR;
- Knowledge of, and experience with, network design and operation;
- Knowledge of, and experience with, network security;
- Knowledge of, and experience with, networking and network-based software applications;
- Knowledge of, and experience with, encryption devices and procedures as they relate to classified networks;
- Experience developing organization system security architecture and IA policy;
- Up-to-date knowledge of current and emerging network and infrastructure technologies;
- Experience with Business Intelligence i.e. strategy planning, implementation;
- Excellent written and verbal communication skills, including experience in presenting material to senior Government officials and proficiency in the use of Microsoft Office applications; and
- Knowledge of industry and government best practices.

### **H.2.1.3 ENGINEERING MANAGER**

It is desirable that the Engineer Manager have the following desirable qualifications:

- At least five years of demonstrated experience in the successful design, development, and integration of classified networked enterprise services;
- Successful supervision of, and ability to provide detailed engineering and technical leadership to, engineering employees of various labor categories and skills in telecommunications or IT projects similar in size and scope as referenced under this Task Order;

## SECTION H – SPECIAL ORDER REQUIREMENTS

- Knowledge of, and experience with, configuration management and quality assurance concepts and guidelines, to include experience IEEE, ISO 9001:2000, and SEI CMM standards;
- Knowledge of, and experience with, the 508 Rehabilitation Act and how it impacts requirements similar to those of the TOR;
- Knowledge of, and experience with, network design and operation;
- Knowledge of, and experience with, network security;
- Knowledge of, and experience with, networking and network-based software applications;
- Knowledge of, and experience with, encryption devices and procedures as they relate to classified networks;
- Experience developing organization system security architecture and IA policy;
- Up-to-date knowledge of current and emerging network and infrastructure technologies;
- Experience with Business Intelligence i.e. strategy planning, implementation;
- Excellent written and verbal communication skills, including experience in presenting material to senior Government officials and proficiency in the use of Microsoft Office applications; and
- Knowledge of industry and government best practices.

### **H.2.1.4 DEPLOYMENT MANAGER**

It is desirable that the Deployment Manager have the following desirable qualifications:

- At least five years of demonstrated experience in the successful project, cost, and schedule management of all aspects of deployment of classified enterprise networked services at customer and other infrastructure locations;
- Successful supervision of, and ability to provide detailed engineering and technical leadership to, engineering employees of various labor categories and skills in telecommunications or IT projects similar in size and scope as referenced under this Task Order;
- Knowledge of, and experience with, configuration management and quality assurance concepts and guidelines, to include experience IEEE, ISO 9001:2000, and SEI CMM standards;

## SECTION H – SPECIAL ORDER REQUIREMENTS

- Knowledge of, and experience with, the 508 Rehabilitation Act and how it impacts requirements similar to those of the TOR;
- Knowledge of, and experience with, network design and operation;
- Knowledge of, and experience with, network security;
- Knowledge of, and experience with, networking and network-based software applications;
- Knowledge of, and experience with, encryption devices and procedures as they relate to classified networks;
- Experience developing organization system security architecture and IA policy;
- Up-to-date knowledge of current and emerging network and infrastructure technologies;
- Experience with Business Intelligence i.e. strategy planning, implementation;
- Excellent written and verbal communication skills, including experience in presenting material to senior Government officials and proficiency in the use of Microsoft Office applications; and
- Knowledge of industry and government best practices.

### **H.2.1.5 DATA MANAGER**

It is desirable that the Data Manager have the following desirable qualifications:

- At least five years of demonstrated experience in the production, cataloging, tracking and configuration control of all data and documents related to classified enterprise networked services;
- Successful supervision of, and ability to provide detailed engineering and technical leadership to, engineering employees of various labor categories and skills in telecommunications or IT projects similar in size and scope as referenced under this Task Order;
- Knowledge of, and experience with, configuration management and quality assurance concepts and guidelines, to include experience IEEE, ISO 9001:2000, and SEI CMM standards;
- Knowledge of, and experience with, the 508 Rehabilitation Act and how it impacts requirements similar to those of the TOR;
- Knowledge of, and experience with, network design and operation;
- Knowledge of, and experience with, network security;

## SECTION H – SPECIAL ORDER REQUIREMENTS

- Knowledge of, and experience with, networking and network-based software applications;
- Knowledge of, and experience with, encryption devices and procedures as they relate to classified networks;
- Experience developing organization system security architecture and IA policy;
- Up-to-date knowledge of current and emerging network and infrastructure technologies;
- Experience with Business Intelligence i.e. strategy planning, implementation;
- Excellent written and verbal communication skills, including experience in presenting material to senior Government officials and proficiency in the use of Microsoft Office applications; and
- Knowledge of industry and government best practices.

### **H.2.1.6 O&M MANAGER**

The Contractor shall provide an Operations and Maintenance Manager who has at least five years of demonstrated experience in all operations and maintenance performed under this consolidated requirements document. The O&M Manager shall assume overall responsibility with respect the execution of the O&M program.

It is desirable that the O&M Manager have the following desirable qualifications:

- Working knowledge of managing IT user training requirements;
- Working knowledge of managing IT asset inventories;
- Working knowledge of managing of providing IT services (e.g., moves, adds, changes (MACs), trouble tickets, etc);
- Working knowledge of managing the IT hardware and software lifecycle;
- Working knowledge of managing the replacement of IT consumables;
- Working knowledge of maintaining IT equipment and consumable inventories;
- Experience in ensuring Service Level Agreement (SLA) compliance;

## SECTION H – SPECIAL ORDER REQUIREMENTS

- Excellent written and verbal communication skills, including experience in presenting material to senior Government officials and proficiency in the use of Microsoft Office applications; and
- Knowledge of industry and government best practices.

### **H.2.1.7 SECURITY SERVICES MANAGER**

It is desirable that the Security Services Manager have the following desirable qualifications:

- At least five years of demonstrated experience in the successful design, development, integration, operation, certification and accreditation, and FISMA compliance of classified enterprise networked security services;
- Possess a Certified Information Security Manager (CISM) certification;
- Successful supervision of, and ability to provide detailed engineering and technical leadership to, engineering employees of various labor categories and skills in telecommunications or IT projects similar in size and scope as referenced under this Task Order;
- Knowledge of, and experience with, configuration management and quality assurance concepts and guidelines, to include experience IEEE, ISO 9001:2000, and SEI CMM standards;
- Knowledge of, and experience with, the 508 Rehabilitation Act and how it impacts requirements similar to those of the TOR;
- Knowledge of, and experience with, network design and operation;
- Knowledge of, and experience with, network security;
- Knowledge of, and experience with, networking and network-based software applications;
- Knowledge of, and experience with, encryption devices and procedures as they relate to classified networks;
- Experience developing organization system security architecture and IA policy;
- Up-to-date knowledge of current and emerging network and infrastructure technologies;
- Experience with Business Intelligence i.e. strategy planning, implementation;

## SECTION H – SPECIAL ORDER REQUIREMENTS

- Excellent written and verbal communication skills, including experience in presenting material to senior Government officials and proficiency in the use of Microsoft Office applications; and
- Knowledge of industry and government best practices.

### **H.2.2 NON-KEY PERSONNEL REQUIREMENTS**

Desired elements for all non-key personnel are:

- Excellent customer service and communications skills both verbal and written; and
- Able to work under pressure and intense deadlines.

### **H.2.3 KEY PERSONNEL SUBSTITUTION**

The contractor shall not replace any personnel designated as key personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than 10 calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those stated in the Key Personnel definitions of H.2.1.1 through H.2.1.7. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination (Cost Reimbursement).

## **H.5 GOVERNMENT FURNISHED PROPERTY (GFP)**

The Government will provide the workspace, equipment, software and supplies necessary to perform the on-site portion of Contractor services required in this task order, unless specifically stated otherwise in this task order.

For key O&M and COMSEC on-site support, initially a total of 24 seats will be provided by the Government at various locations in the National Capital Region. All of the remaining effort under this task order will be performed at the contractor site, and through local and long-distance travel.

In cases where the Government does not or cannot provide the appropriate workspace, equipment and supplies, the contractor shall provide additional workspaces, equipment, and supplies as needed to fulfill the requirements of the task order.

## SECTION H – SPECIAL ORDER REQUIREMENTS

### **H.5.1 GOVERNMENT FURNISHED INFORMATION (GFI)**

The Government will provide all necessary information, data and documents to the Contractor for work required under this task order. The Contractor shall use Government furnished information, data and documents only for the performance of work under this task order, and shall be responsible for returning all Government furnished information, data and documents to the Government at the end of the performance period. The Contractor shall not release Government furnished information, data and documents to outside parties without the prior and explicit consent of the Contracting Officer.

### **H.7 SECURITY REQUIREMENTS**

Interim clearances are not permitted. All security clearances must be fully adjudicated and approved. At award, all contractor personnel working on HSDN shall possess a minimum of a SECRET level clearance. All contractor personnel working on C-LAN shall possess a fully adjudicated and approved TS/SCI level clearance. It shall be the responsibility of the contractor to initiate reinvestigations of these persons through the Office of Personnel Management (OPM).

All key personnel are required to have a current fully adjudicated and approved TS/SCI clearance and access at proposal due date. All personnel who will be working at sites within Sensitive Compartmented Information Facilities (SCIF), for activities other than installation and periodic maintenance, shall possess a fully adjudicated and approved TS/SCI level clearance and access. The Government anticipates that the number of such personnel could approach 50% to 80% of the contractor technical personnel over the term of the task order.

COMSEC personnel are required to have a fully adjudicated and approved TS clearance with eligibility for SCI access.

Additional details will be specified in a Department of Defense (DOD) DD Form 254 (Section J, Attachment C).

#### **H.7.1 HOMELAND SECURITY PRESIDENTIAL DIRECTIVE-12 (HSPD-12)**

The contractor shall provide a list of contractor personnel that require DHS badges and security clearances. The Government will process background investigation and/or security clearances for the contractor staff to occur after submission of the staff listing, provided the individuals meet the necessary security qualifications. The Government may grant approved contractor personnel temporary access to the site, subject to compliance with security and safety requirements, within 30 days of Task Order award. This does not provide access to any DHS accounts, systems, or locations.

#### **H.7.2 POST AWARD SECURITY REQUIREMENTS**



## SECTION H – SPECIAL ORDER REQUIREMENTS

The procedures outlined below shall be followed for the DHS Office of Security, Personnel Security Division (PSD) to process background investigations and suitability determinations, as required, in a timely and efficient manner.

Contractor employees under the task order, requiring access to sensitive information, shall be able to obtain “DHS Suitability”. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All background investigations will be processed through the DHS Office of Security/PSD. Prospective Contractor employees shall submit the following completed forms to the DHS Office of Security/PSD. The Standard Form (SF) 85P will be completed electronically, through the Office of Personnel Management’s e-QIP SYSTEM. The completed forms must be given to the DHS Office of Security/PSD no more than three (3) days after date of the task order award or thirty (30) days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

- a. Standard Form 85P, “Questionnaire for Public Trust Positions”
- b. FD Form 258, “Fingerprint Card” (2 copies)
- c. DHS Form 11000-6 “Conditional Access To Sensitive But Unclassified Information Non-Disclosure Agreement”
- d. DHS Form 11000-9, “Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act”

Only complete packages will be accepted by the DHS Office of Security/PSD. Specific instructions on submission of packages will be provided upon award of the task order.

Failure to follow these instructions may delay the completion of suitability determinations and background checks. Note that any delays in this process that are not caused by the government do not relieve a contractor from performing under the terms of the task order.

DHS may, as it deems appropriate, authorize and grant a favorable entry on duty (EOD) decision based on preliminary suitability checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow. A favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar DHS from withdrawing or terminating access to government facilities or information, at any time during the term of the task order. No employee of the Contractor shall be allowed unescorted access to a DHS facility without a favorable EOD decision or suitability determination by the DHS Office of Security/PSD.

Contractor employees waiting for an EOD decision may begin work on the task order provided they do not access sensitive Government information. Limited access to DHS facilities is allowable prior to the EOD decision if the Contractor is escorted by a DHS employee. This

## SECTION H – SPECIAL ORDER REQUIREMENTS

limited access is to allow Contractors to attend briefings and non-recurring meetings in order to begin transition work.

The DHS Office of Security/PSD shall be notified of all terminations/resignations within five (5) days of occurrence. The Contractor shall return to the Client Representative (CR) all DHS issued identification cards and building passes that have either expired or have been collected from terminated employees. If an identification card or building pass is not available to be returned, a report shall be submitted to the CR, referencing the pass or card number, name of individual to who it was issued and the last known location and disposition of the pass or card.

When sensitive Government information is processed on Department telecommunications and automated information systems, the Contractor shall provide for the administrative control of sensitive data being processed. Contractor personnel must have favorably adjudicated background investigations commensurate with the defined sensitivity level.

Contractors who fail to comply with Department security policy are subject to having their access to Department IT systems and facilities terminated, whether or not the failure results in criminal prosecution. Any person who improperly discloses sensitive information is subject to criminal and civil penalties and sanctions under a variety of laws (e.g., Privacy Act).

DHS Security Office POC Information:

Office of Security/PSD  
Customer Service Support  
Washington DC 20528  
Telephone: (202) 447-5010

### **H.7.3 SECURITY AWARENESS TRAINING**

The contractor shall be responsible for ensuring that all assigned contractor employees have received up-to-date IT Security Awareness Training, specific to the technology/platform they will be supporting at DHS. Each contractor employee shall undergo refresher IT Security Awareness Training on at least an annual basis. All IT Security Awareness Training is provided monthly by the DHS Security Office. The contractor shall be able to provide DHS with proof-of-training for each contractor employee. “Proof-of-training” is defined as the DHS-issued training certificate of successful course completion.

The Contractor shall provide a report on an annual basis showing that its personnel working on the task order have successfully completed all required IT security training and that they are aware of their IT security responsibilities.

## SECTION H – SPECIAL ORDER REQUIREMENTS

DHS reserves the right to assess the IT Security Awareness Training each contractor employee has taken (or will be taking) and to require alternative and/or additional training should the existing training content be deemed inadequate or irrelevant.

### **H.7.4 SECURITY COMPLIANCE REQUIREMENTS**

#### **H.7.4.1 COMPLIANCE WITH DHS SECURITY POLICY**

All sensitive but unclassified (SBU) systems employed by this task must be compliant with DHS 4300A *DHS Sensitive System Policy* and the DHS 4300A *Sensitive Systems Handbook*. All contractor systems used to process sensitive DHS data must be accredited for that use.

In addition, all national security systems produced by this task order must be compliant with DHS 4300B *DHS National Security System Policy* and the DHS 4300B *National Security System Handbook*.

All encryption shall be FIPS 197 Advanced Encryption Standard (AES) that has been FIPS 140-2 certified.

#### **H.7.4.2 ACCESS TO UNCLASSIFIED FACILITIES, INFORMATION TECHNOLOGY RESOURCES, AND SENSITIVE INFORMATION**

The assurance of the security of unclassified facilities, Information Technology (IT) resources, and sensitive information during the acquisition process and task order performance are essential to the DHS mission. DHS Management Directive (MD) 11042.1 *Safeguarding Sensitive But Unclassified (For Official Use Only) Information*, describes how contractors must handle sensitive but unclassified information. DHS MD 4300.1 *Information Technology Systems Security* and the *DHS Sensitive Systems Handbook* prescribe policies and procedures on security for IT resources. Contractors shall comply with these policies and procedures, any replacement publications, or any other current or future DHS policies and procedures covering contractors specifically for all Task Orders that require access to DHS facilities, IT resources or sensitive information. Contractors shall not use or redistribute any DHS information processed, stored, or transmitted by the contractor except as specified in the task order.

#### **H.7.4.3 SECURITY REVIEW**

The Government may elect to conduct periodic reviews to ensure that the security requirements contained in this task order are being implemented and enforced. The Contractor shall afford DHS, including the organization of the DHS Office of the Chief Information Officer, the Office of the Inspector General, authorized CR, and other government oversight organizations, access to the Contractor's facilities, installations, operations, documentation, databases and personnel used in the performance of this task order. The Contractor will contact the DHS Chief Information Security Officer to coordinate and participate in the review and inspection activity of

## SECTION H – SPECIAL ORDER REQUIREMENTS

government oversight organizations external to the DHS. Access shall be provided to the extent necessary for the government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability and confidentiality of DHS data or the function of computer systems operated on behalf of DHS, and to preserve evidence of computer crime.

### **H.7.4.4 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES**

All unclassified information technology resources shall be managed and controlled in compliance with HSAR clause 3004.470: Security requirements for access to unclassified facilities, information technology resources and sensitive information.

### **H.7.4.5 CONTRACTOR EMPLOYEE ACCESS**

All contractor employee access shall be managed and controlled in compliance with HSAR clause 3004.470: Security requirements for access to unclassified facilities, information technology resources and sensitive information.

### **H.7.4.6 ADDITIONAL INFORMATION FOR CLASSIFIED TASK ORDERS**

All Contractor handling of classified information shall be controlled in accordance with the DD Form 254 and comply with the following clauses in accordance with FAR 52.204-2 Security Requirements (Aug 1996).

## **H.9 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS**

### **H.9.1 ORGANIZATIONAL CONFLICT OF INTEREST**

If the contractor is currently providing support or anticipates providing support to DHS that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in which the contractor (and any Subcontractors, consultants or teaming partners) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

### **H.9.2 NON DISCLOSURE REQUIREMENTS**

If this TO requires the contractor to act on behalf of, or provide advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall ensure that all its personnel (to include Subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

## SECTION H – SPECIAL ORDER REQUIREMENTS

- execute and submit an “Employee/Contractor Non-Disclosure Agreement” Form (See Section J, Attachment F) prior to the commencement of any work on the task order and
- are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.

All proposed replacement contractor personnel also must submit a Non-Disclosure agreement and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

### **H.11 ALLIANT BASE CONTRACT GOALS FOR SUBCONTRACTING**

Contractors are encouraged to meet Alliant base contract subcontracting goals to the maximum extent possible in this task order. Base Alliant subcontracting goals are restated below.

<b>SMALL BUSINESS</b>	<b><u>50</u> percent</b>	
HUBZone Small Business		<u>3</u> percent
Small Disadvantaged Business		<u>6</u> percent
Women-Owned Small Business		<u>5</u> percent
Veteran-Owned Small Business		<u>3</u> percent
Service-Disabled Veteran-Owned Small Business		<u>3</u> percent

The individual goals of HUBZone Small Business, Small Disadvantaged Business, Women-Owned Small Business, Veteran-Owned Small Business, and Service-Disabled Veteran-Owned Small Business are a subset of the 50% small business goal.

### **H.18 CONTRACTOR’S PURCHASING SYSTEMS**

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a task order the Contracting Officer shall verify the validity of the contractor's purchasing system. Thereafter, the contractor is required to certify to the Contracting Officer no later than 30 calendar days prior to the exercise of any options the validity of their purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the Contracting Officer within 2 weeks from the date the results are known to the contractor.

## SECTION H – SPECIAL ORDER REQUIREMENTS

### **H.19 EARNED VALUE MANAGEMENT??**

Earned Value Management (EVM) will be one of the criteria in award fee determination. The contractor shall employ EVM in the management of this Task Order when it applies to a project that is valued at more than one million dollars and will be more than six months in duration. ). For projects meeting the scope requirements the following EVM status information shall be included in each Monthly Status Report:

- Planned Value (PV)
- Earned Value (EV)
- Actual Cost (AC)
- An EVM variance analysis that includes the following:
  - $\text{Cost variance} = (\text{EV} - \text{AC})$
  - $\text{Cost Variance \%} = (\text{CV}/\text{PV} \times 100\%)$
  - $\text{Cost Performance Index (CPI)} = (\text{EV}/\text{AC})$
  - $\text{Schedule Variance} = (\text{EV} \text{ minus } \text{PV})$
  - $\text{Schedule Variance \%} = (\text{SV}/\text{PV} \times 100\%)$
  - $\text{Schedule Performance Index (SPI)} = (\text{EV}/\text{PV})$
  - Estimate at Completion (EAC)
  - $\text{ACcum} + 1/\text{CPI} \times (\text{BAC} \text{ minus } \text{EV cum})$
  - $\text{ACcum} + 1/\text{CPI} \times \text{SPI} \times (\text{BAC} \text{ minus } \text{EVcum})$
  - $\text{Variance at Completion (VAC)} = (\text{BAC} \text{ minus } \text{EAC}) \text{ for EAC}$
  - $\text{Variance at Completion \%} = (\text{VAC}/\text{BAC} \times 100\%) \text{ for EAC}$
  - Estimate to Completion (ETC)
  - Expected Completion Date
- Explain all variances greater than 10%.
- Explain, based on work accomplished as of the date of the report, whether the performance goals will be achieved
- Discuss the corrective actions that will be taken to correct the variances, the risk associated with the actions.

The Government will conduct an Integrated Baseline Review 30 calendar days after the exercise of significant task order options, incorporation of major task order modifications or implementation of a Request for Change (RFC) that is valued at more than one million dollars and will be more than six months in duration. The objective of the Integrated Baseline Review is for the Government and the contractor to jointly assess areas, such as the contractor's planning, to ensure complete coverage of the TOR, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

### **H.23 TRAVEL**

#### **H.23.1 TRAVEL REGULATIONS**

## SECTION H – SPECIAL ORDER REQUIREMENTS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- (1) Federal Travel Regulations (FTR) - prescribed by the General Services Administration, for travel in the contiguous United States.
- (2) Joint Travel Regulations (JTR), Volume 2, DoD Civilian Personnel, Appendix A. prescribed by the Department of Defense, for travel in Alaska, Hawaii, and outlying areas of the United States.
- (3) Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas", prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

### **H.23.2 TRAVEL AUTHORIZATION REQUESTS**

Before undertaking travel to any Government site or any other site in performance of this Task order, the contractor shall have this travel approved as a part of the Request for Change (RFC) process, which includes coordination with the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Long distance travel will be reimbursed for cost of travel comparable with the Federal Travel Regulations (FTR) and to the DSSR for work overseas.

Requests for travel approval shall:

- Be prepared in a legible manner;
- Include a description of the travel proposed including a statement as to purpose;
- Be summarized by traveler;
- Identify the task order number;
- Identify the CLIN and Interagency Agreement account associated with the travel; and
- Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

### **H.24 ODCs**

The Government may require the contractor to provide leased facilities, software licenses, circuits, warranties, ancillary facility modifications, which are related to the services being acquired under the TO. Such requirements may be identified during the course of a TO, by the Government or the contractor. Purchases made within the scope of this TO shall be those approved via the Requests for Change (RFCs) process described in paragraph C.4.1.2., or required for ongoing O&M support as described in section C.4.2.

## SECTION H – SPECIAL ORDER REQUIREMENTS

### **H.24.1 TOOLS**

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements may be identified during the course of a TO, by the Government or the contractor. Purchases made within the scope of this TO shall be those approved via the Requests for Change (RFCs) process described in paragraph C.4.1.2., or required for ongoing O&M support as described in section C.4.2. Any materials purchased by the contractor for the use of or on behalf of the Government will become the property of the Government. The transfer of materials shall be documented by the contractor in addition to an accounting of all materials consumed during the performance of individual elements of the TO. The contractor shall furnish a copy of such documents on a monthly basis.

### **H.24.2 FIXED FEE**

The contractor's fixed fee is equal to (b) (4) of the funded costs for Tools and ODCs of each RFC under the Cost Plus Fixed Fee (CPFF) CLINs, except as set forth below. The total fixed fee available to the contractor will not exceed the fixed fee ceiling values of the CLIN established in section B.7 of this task order.

Under the Tools and ODC CLINs, the scope of work or material purchased is defined by each approved RFC. The fixed fee associated with each approved RFC may be adjusted as a result of changes in the work to be performed, as per FAR 16.306(a).

### **H.25 TRANSFER OF HARDWARE/SOFTWARE MAINTENANCE AGREEMENTS**

If the Contractor acquires hardware/software maintenance support, all licenses and/or contractual rights to receive title shall be turned over to the Government upon completion of the task order.

## **REDACTIONS IN ACCORDANCE WITH FOIA b(4)**



## SECTION H – SPECIAL ORDER REQUIREMENTS

### **H.26 BASE AND AWARD FEE**

The contractor's base fee is equal to (b)(4) of the funded costs under Cost Plus Award Fee (CPAF) CLINs for each award fee period. The total base fee available to the contractor will not exceed the base fee ceiling value established in section B.7 of this task order.

#### **REDACTIONS IN ACCORDANCE WITH FOIA b(4)**

The methodology for determining the contractor's award fee is described in the Award Fee Determination Plan, Section J, Attachment D.

#### **H.26.1 ESTABLISHMENT AND DETERMINATION OF AWARD FEE**

The Government will, at the conclusion of each specified evaluation period(s), evaluate the contractor's performance for a determination of award fee earned. The contractor agrees that the determination as to the amount of the award fee earned will be made by the Government Award Fee Determining Official (AFDO) and such determination is binding on both parties and shall not be subject to the "Disputes" clause or to any board or court.

The evaluation of contractor performance will be in accordance with the Award Fee Determination Plan (AFDP) (see Section H.26.3 below). The Government will promptly advise the contractor in writing of the determination and reasons why any unearned award fee was not earned. The contractor shall submit a self-evaluation of performance for each period under consideration. While it is recognized that the basis for the determination of the fee will be the evaluation by the Government, any self-evaluation which is received within ten (10) work days after the end of the period being evaluated may be given consideration as deemed appropriate by the AFEB. Any cost associated with the development and presentation of a self-evaluation will not be allowed as a direct cost to this Task Order.

#### **H.26.2 PROVISIONAL AWARD FEE PAYMENTS**

(1) Provisional award fee payments may be made under this task order pending the determination of the amount of fee earned for an evaluation period. Provisional award fee payments may be made to the contractor with each monthly labor invoice. The provisional award fee shall be  $\frac{1}{2}$  of the award fee percentage of (b)(4). Therefore, the contractor is allowed to invoice provisional award fee on a monthly basis as follows:

- Available award fee pool for the period, divided by 6, equals the monthly award fee pool
- Monthly award fee pool x 50% equals monthly provisional award fee

## SECTION H – SPECIAL ORDER REQUIREMENTS

(2) Provisional award fee payments will be superseded by the final award fee evaluation for that period. If total provisional payments made for the period exceed the final evaluation score, the contractor will either credit the next payment voucher for the amount of such overpayment or

refund the difference to the Government, as directed by the Contracting Officer.

### **REDACTIONS IN ACCORDANCE WITH FOIA b(4)**

(3) If the Contracting Officer determines that the contractor will not achieve a level of performance commensurate with the provisional rate, the Contracting Officer will discount or reduce the amount of the provisional award. The Contracting Officer will notify the Contractor in writing if it is determined that such discontinuance or reduction is appropriate.

(4) Award fee determinations are unilateral decisions made solely at the discretion of the Government.

### **H.26.3 AWARD FEE DETERMINATION PLAN (AFDP)**

An Award Fee Determination Plan (AFDP) will be established by the Government, in consultation with the contractor, based on the objectives and concerns provided in the Task Order request and the contractor-provided solutions. The AFDP will include the criteria used to evaluate each area and the percentage of award fee available for each area. The initial plan will be finalized NLT three (3) weeks after award date.

The AFDP may be revised unilaterally by the Government at any time during the period of performance. The Government will make every attempt to provide changes to the contractor fifteen (15) work days prior to the start of the evaluation period to which the change will apply. The AFDP may be reevaluated each evaluation period, with input from the contractor.

The Government may, at its option, unilaterally revise the plan to include metrics gathered from the re-evaluation to be applied in future award fee periods.

### **H.26.4 DISTRIBUTION OF AWARD FEE**

Award Fee will be distributed in accordance with the AFDO determination and the AFDP (See Section J, Attachment D).

If the Government initiates any action that impacts the contractual scope of work and/or schedule pursuant to the “changes” clause or other pertinent provisions of the Task Order, the maximum award fee available for payment for any evaluation periods impacted will be modified as negotiated between the parties.

## SECTION H – SPECIAL ORDER REQUIREMENTS

### **H.27 TRANSITION IN**

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The contractor shall provide a Final Transition-In Plan within fifteen (15) Government work days of award.

During the transition period, the contractor shall maintain and utilize all existing processes (e.g. configuration management plan, process, and execution, work authorization process, etc.).

There is projected to be a period of 10 weeks of transition between predicted award and the end of the period of performance of the incumbent contractor.

The contractor will be given lists and inventories of all Government Furnished Property (GFP). The contractor shall acknowledge all GFP within 90 days.

COMSEC inventory requires 100% validation of GFP.

### **H.28 TRANSITION OUT**

At the end of the period of performance of this task order, the contractor shall provide a transition out plan which shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor /government personnel at the expiration of the task order.

The contractor shall provide a Transition Out plan NLT 120 calendar days prior to expiration of the task order. The contractor shall identify how it will coordinate with the incoming and or Government personnel to transfer knowledge regarding the following:

- Project management processes;
- Points of contact;
- Location of technical and project management documentation;
- Status of ongoing technical initiatives;
- Appropriate contractor to contractor coordination to ensure a seamless transition;
- Transition of key personnel;
- Identify schedules and milestones;
- Identify actions required of the Government; and
- Establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

## SECTION I – CONTRACT CLAUSES

### **52.227-15 Representation of Limited Rights Data and Restricted Computer Software.**

As prescribed in 27.409(c), insert the following provision:

#### **REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE (DEC 2007)**

(a) This solicitation sets forth the Government's known delivery requirements for data (as defined in the clause at 52.227-14, Rights in Data—General). Any resulting contract may also provide the Government the option to order additional data under the Additional Data Requirements clause at 52.227-16, if included in the contract. Any data delivered under the resulting contract will be subject to the Rights in Data—General clause at 52.227-14 included in this contract. Under the latter clause, a Contractor may withhold from delivery data that qualify as limited rights data or restricted computer software, and deliver form, fit, and function data instead. The latter clause also may be used with its Alternates II and/or III to obtain delivery of limited rights data or restricted computer software, marked with limited rights or restricted rights notices, as appropriate. In addition, use of Alternate V with this latter clause provides the Government the right to inspect such data at the Contractor's facility.

(b) By completing the remainder of this paragraph, the offeror represents that it has reviewed the requirements for the delivery of technical data or computer software and states [*offeror check appropriate block*]

[x ] (1) None of the data proposed for fulfilling the data delivery requirements qualifies as limited rights data or restricted computer software; or

[ ] (2) Data proposed for fulfilling the data delivery requirements qualify as limited rights data or restricted computer software and are identified as follows:

(c) Any identification of limited rights data or restricted computer software in the offeror's response is not determinative of the status of the data should a contract be awarded to the offeror

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section I of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **I.2 FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) SOLICITATION CLAUSES** (<http://www.acquisition.gov/far/index.html>)

<u>CLAUSE NO</u>	<u>CLAUSE TITLE</u>	<u>DATE</u>
52.204-2	SECURITY REQUIREMENTS	AUG 1996
52.217-5	EVALUATION OF OPTIONS	JUL 1990
52.217-8	OPTION TO EXTEND SERVICES Fill-In Date: <u>30 days</u>	NOV 1999
52.217-9	OPTION TO EXTEND THE TERM OF THE CONTRACT Fill in Date: 30 days/60 days/7years	SEP 2006
52.227-14	RIGHTS IN DATA Alt II, Alt III	DEC 2007
52.227-17	RIGHTS IN DATA – SPECIAL WORKS	DEC 2007

## SECTION I – CONTRACT CLAUSES

52.242-15	STOP WORK ORDER (ALTERNATE 1) 1	AUG 1989
52.243-7	NOTIFICATION OF CHANGES Fill in Date (b( 30 days/ (d) 60days	APR 1984
52.245.1	GOVERNMENT PROPERTY	AUG 2010
52.246-3	INSPECTION OF SUPPLIES – COST REIMBURSEMENT	MAY 2001
52.246-5	INSPECTION OF SERVICES- COST REIMUBURSEMENT	APR 1984

### **I.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), INCORPORATED BY REFERENCE**

<u>CLAUSE NO</u>	<u>CLAUSE TITLE</u>	<u>DATE</u>
552.215-70	EXAMINATION OF RECORDS BY GSA	FEB 1996
552.228-5	GOVERNMENT AS ADDITIONAL INSURED	MAY 2009
552.233-70	PROTESTS FILED DIRECTLY WITH THE GENERAL SERVICES ADMINISTRATION	MAR 2000

### **I.4 DEPARTMENT OF HOMELAND SECURITY CLAUSES INCORPORATED BY REFERENCE**

<u>CLAUSE NO</u>	<u>CLAUSE TITLE</u>	<u>DATE</u>
3004.470	SECURITY REQUIREMENTS FOR ACCESS TO UNCLASSIFIED FACILITIES, INFORMATION TECHNOLOGY RESOURCES AND SENSITIVE INFORMATION	JUN 2006

## SECTION J – LIST OF ATTACHMENTS

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section J of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **J.1 LIST OF ATTACHMENTS**

Attachment A	Acronym List
Attachment B	Quality Assurance Surveillance Plan (QASP)
Attachment C	DD Form 254 (externally attached file)
Attachment D	Award Fee Determination Plan
Attachment E1	Service Level Agreements (SLAs) and Performance Metrics
Attachment F	Task Order Funding Chart
Attachment G	RFC/ROM Severable Project Funding Chart
Attachment H	RFC/ROM Nonseverable Project Funding Chart
Attachment I	Problem Notification Report
Attachment J	Tamika Perkins Contracting Officer's Representative Appointment Letter

## SECTION J –ATTACHMENT A

### ACRONYMS

ANSI	American National Standards Institute
BCP	Business Continuity Plan
C&A	Certification and Accreditation
CAF	Contract Access Fee
CBP	Customs and Border Protection
CIO	Chief Information Officer
CISO	Chief Information Security Officer
C-LAN	Classified Local Area Network
CLIN	Contract Line Item Number
CMP	Configuration Management Plan
CO	Contracting Officer
COGCON	Continuity of Government Condition
CONUS	Continental United States
COMSEC	Communication Security
COOP	Continuity of Operations
COR	Contracting Officer Representative
COTS	Commercial-Off-The-Shelf
CPAF	Cost Plus Award Fee
CPI	Cost Performance Index
CR	Client Representative
CTP	Consent To Purchase
CV	Cost Variance
DAA	Designated Approving Authority
DC	Data Centers
DHS	Department of Homeland Security
DIA	Defense Intelligence Agency
DISA	Defense Information Systems Agency
DNI-S	Director of National Intelligence-SECRET (enterprise service)
DoD	Department of Defense
DoE	Department of Energy
DoS	Department of State
DMZ	Demilitarized Zone
DSSR	Department of State Standardized Regulations
EAC	Estimated cost At Completion
EACOE	Enterprise Architecture Center of Excellence
ECCB	Enterprise Change Control Board
EIA	Electronic Industries Alliance
EAC	Estimate At Completion
EF	Essential Functions
EIT	Electronic Information Technology
EKMS	Electronic Key Management System
ENS	Enterprise Networked Services
ENSS	Enterprise Networked Services Support
ETC	Estimate to Completion

## SECTION J –ATTACHMENT A

EVM	Earned Value Management
FAR	Federal Acquisition Regulation
FEDSIM	Federal Systems Integration and Management Office
FFRDC	Federally Funded Research and Development Center
FTR	Federal Travel Regulations
FY	Fiscal Year
GFP	Government Furnished Property
GOTS	Government Off-The-Shelf Software
GSA	General Services Administration
HOC	Headquarters Operations Center
HSC	Homeland Secure Communications
HSDN	Homeland Secure Data Network
HSPD	Homeland Security Presidential Directives
HTSN	Homeland TS/SCI Network
I&A	Intelligence and Analysis
IA	Information Assurance
IAW	In accordance with
IC	Intelligence Community
ICCB	Infrastructure Configuration Control Board
ISO	International Organization for Standardization
IPT	Integrated Project Team
ISSM	Information Systems Security Manager
ISSO	Information Systems Security Officer
IT	Information Technology
ITIL	Information Technology Information Library
JPMO	Joint Program Management Office
JTR	Joint Travel Regulation
JWICS	Joint Worldwide Intelligence Communications System
KMI	Key Management Infrastructure
LAN	Local Area Network
LMR	Land Mobile Radio
LOE	Level Of Effort
NLT	No Later Than
MAC	Moves, Adds, Changes
MCIO	Mission Critical Infrastructure Operations
MSR	Monthly Status Report
MPLS	Multiprotocol Label Switching
NAC	National Agency Check
NGO	Non-Governmental Organization
NOC/SOC	Network and Security Operations Center
NSS	National Security Systems
NSSAWG	NSS Accreditation Working Group
NTE	Not to Exceed
OCI	Organizational Conflict of Interest
OCIO	Office of the Chief Information Officer
OCONUS	Outside the Continental United States



## SECTION J –ATTACHMENT A

ODC	Other Direct Cost
ODNI	Office of the Director of National Intelligence
OGA	Other Government Agencies
PBX	Private / Public Branch Exchange
PM	Program Manager
PMP	Project Management Plan
PNR	Problem Notification Report
POC	Point Of Contact
POP	Period of Performance
PV	Planned Value
PWS	Performance Work Statement
Q&A	Questions and Answers
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
ODNI	Office of the Director of National Intelligence
RF	Radio Frequency
RFC	Requests for Change
RIP	Request to Initiate Purchase
ROM	Rough Order of Magnitude
SA	System Administrator
SCI	Sensitive Compartment Information
SIPRNET	Secure Internet Protocol Network
SLA	Service Level Agreement
SLFC	State and Local Fusion Centers
SME	Subject Matter Expert
SME-PED	Secure Mobile Environment Portable Electronic Devices
SMS	Secure Messaging System
SOP	Standard Operating Procedure
SPI	Schedule Performance Index
SSBI	Single Scope Background Investigation
STE	Secure Telephone Equipment
SV	Schedule Variance
SVTC	Secure Video Teleconferencing
TA	Travel Authorization
TEB	Technical Evaluation Board
TO	Task Order
TOS	Tracking and Ordering System
TOA	Task Order Award
TOR	Task Order Request
TS	Top Secret
VAC	Variance at Completion
VoSIP	Voice Over Secure Internet Protocol
VPN	Virtual Private Network
VTC	Video Teleconferencing

SECTION J –ATTACHMENT A

WAN  
WBS

Wide Area Network  
Work Breakdown Structure

# **QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

**GSC-QF0B-11-0001**

Quality Assurance Surveillance Plan (QASP)

**Enterprise Networked Services Support (ENSS)**

**in support of:**

**Department Of Homeland Security (DHS)  
Enterprise Network Services (ENS)**

**FEDSIM Project Number 10068HSM**

## **1.0 INTRODUCTION**

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Task Order (TO) entitled “Enterprise Networked Services Support (ENSS)”. This plan sets forth the procedures and guidelines that FEDSIM and the Department of Homeland Security (DHS), Enterprise Network Services (ENS) will use in evaluating the technical performance of the service contractor.

### **1.1 PURPOSE**

The purpose of the QASP is to describe the systematic methods used to measure performance and to identify the reports required and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards identified in the TO.

This QASP is designed to define roles and responsibilities, identify the performance objectives, define the methodologies used to monitor and evaluate the contractor’s performance, describe quality assurance reporting, and describe the analysis of quality assurance monitoring results.

### **1.2 PERFORMANCE MANAGEMENT APPROACH**

This QASP will define the performance management approach taken by FEDSIM and the DHS, ENS to monitor, manage, and take appropriate action on the contractor’s performance against expected outcomes communicated in the TO. Performance management rests upon developing a capability to review and analyze information generated through performance metrics. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management. The data generated in a performance management approach provides information that indicates whether or not expected outcomes for required services are being achieved adequately by the contractor.

Performance management also represents a significant shift from the more traditional Quality Assurance (QA) concepts in several ways. Performance management focuses on assessing whether or not outcomes are being achieved and migrates away from scrutiny on compliance with the processes and practices used to achieve the outcome. The only exceptions to process reviews are those required by law (Federal, State, and local) and compelling business situations such as safety and health. An outcome focus provides the contractor flexibility to continuously improve and innovate over the course of the task order as long as the critical outcomes expected are being achieved at the desired levels of performance.

### **1.3 PERFORMANCE MANAGEMENT STRATEGY**

The contractor’s Quality Control Plan (QCP) will set forth the staffing and procedures for self inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the TO. The contractor will develop and implement a performance management system with processes to assess and report their performance to the designated Government representative.

## SECTION J –ATTACHMENT B

The Government representative will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The Government will make decisions based on performance measurement metric data and notify the contractor of those decisions. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

### **2.0 ROLES AND RESPONSIBILITIES**

The Contracting Officer (CO) is responsible for monitoring task order compliance, task order administration and cost control; and resolving any differences between the observations documented by the Contracting Officer Representative (COR), DHS, ENS Client Representative (CR), and the contractor's performance.

The CO will designate one full-time COR as the Government authority for performance management. The number of additional representatives serving as Technical Inspectors depends upon the complexity of the services measured as well as the contractor's performance.

The COR is responsible for monitoring, assessing, and communicating the technical performance of the contractor and assisting the contractor. The COR will have the responsibility for completing QA monitoring forms (refer to Appendixes 2 and 3) used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the Inspection of Services clause for any service relating to the task order.

### **3.0 IDENTIFICATION OF SERVICES TO BE PERFORMED**

The contractor shall provide IT support in accordance with the TO.

### **4.0 METHODOLOGIES TO MONITOR PERFORMANCE**

In an effort to minimize the task order administration burden, simplified methods of surveillance techniques shall be used by the Government to evaluate contractor performance. The primary methods of surveillance are random checks, observations, inspections, complaints and review of those records and files that are required to be maintained and delivered under this statement of work. The Government will use appointed representatives, as well as reports and input from Center employees and visitors as sources of comments on the contractor's performance.

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of professional communication between employees and customers is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints. Performance management drives the contractor to be customer focused through initially addressing customer complaints and investigating the issues and/or problems.

NOTE: The customer always has the option to communicate complaints to the COR as opposed to the contractor. The COR will accept the customer complaints and will investigate using the

## SECTION J –ATTACHMENT B

Quality Assurance Monitoring Form – Customer Complaint Investigation identified in Appendix 3.

The acceptable quality levels (AQL) located in Appendix 1, Required Performance Metrics (RPM), for contractor performances are structured to allow the contractor to manage how the work is performed.

### **5.0 QUALITY ASSURANCE REPORTING**

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the TO and measured by the required performance metrics in Appendix 1.

The Government's QA monitoring, accomplished by the COR, will be reported using the monitoring forms in Appendixes 2 and 3. The forms, when completed, will document the COR's understanding of the contractor's performance under the task order to ensure that TO requirements are being met.

The COR will retain a copy of all completed QA monitoring forms.

### **6.0 ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS**

At the end of each month, the COR will prepare a written report for the DHS, ENS, CR summarizing the overall results of the quality assurance monitoring of the contractor's performance. This written report which consists of the contractor's submitted monthly report and the completed Quality Assurance Monitoring Forms (Appendix 2) will become part of the QA documentation.

The CO may require the contractor's Program Manager, or a designated alternate, to meet with the CO, COR, and other Government personnel as deemed necessary to discuss performance evaluation. The CO will define a frequency of in-depth reviews with the contractor. The agenda of the reviews may discuss:

- Monthly performance measured by the metrics and trends,
- Issues and concerns of both parties,
- Projected outlook for upcoming months and progress against expected trends,
- Recommendations made by the COR based on contractor information, and
- Issues arising from independent reviews and inspections.

In addition to QA monitoring, the COR will use the information contained in the contractor's monthly report to assess the contractor's level of performance for each objective measured in this QASP (detailed in Appendix 1). The COR must coordinate and communicate with the contractor to resolve issues and concerns of marginal or unacceptable performance. The contractor will discuss with the COR satisfaction ratings receiving a "less than acceptable" rating. For such cases, the contractor should highlight its perspective on factors driving customer satisfaction and present plans to adjust service levels accordingly to bring the satisfaction rating up to an acceptable level.

## SECTION J –ATTACHMENT B

Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented.

### **APPENDIX 1** **METHODS OF SURVEILLANCE**

<b>Deliverable</b>	<b>Frequency</b>	<b>Minimum Acceptable Performance (Timeliness)</b>	<b>Method Of Surveillance</b>	<b>Incentive (Negative) (Impact on Contractor Payments)</b>
Submit a MSR report	Monthly	100%	Files review, periodic random, observations	Contractual remedies
Submit a draft and final PMP	Draft 15 days after TO award , Final 30 days after TO Award, and submit revised PMP yearly	100%	Files review, periodic random, observations	Contractual remedies
Submit Detailed Trip Reports	10 Business Days after travel, Upon Government Request	95%	Files review, periodic random, observations, complaints	Contractual remedies
Submit a WAR	Weekly	100%	Files review, periodic random, observations, complaints	Contractual remedies
Submit a WPR	Weekly	100%	Files review, periodic random, observations, complaints	Contractual remedies
Submit EVM metrics	As applicable (See H.19)	90%	Files review, periodic random, observations	Contractual remedies

COR is using this to monitor surveillance, SLA's will be used to measure performance.

SECTION J –ATTACHMENT B

**APPENDIX 2**

**QUALITY ASSURANCE MONITORING FORM**

**SERVICE or STANDARD:**

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**SURVEY PERIOD:** \_\_\_\_\_

**SURVEILLANCE METHOD (Check):**

_____	Random Sampling
_____	100% Inspection
_____	Periodic Inspection
_____	Customer Complaint

**LEVEL OF SURVEILLANCE SELECTED (Check):**

_____	Monthly
_____	Quarterly
_____	As needed

**PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD:** \_\_\_\_\_ %

**ANALYSIS OF RESULTS:**

**OBSERVED SERVICE PROVIDER PERFORMANCE MEASUREMENT RATE** = \_\_\_\_\_ %

**SERVICE PROVIDER’S PERFORMANCE (Check):**

_____	Meets Standards
_____	Does Not Meet Standards

**NARRATIVE OF PERFORMANCE DURING SURVEY PERIOD:**

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**PREPARED BY:** \_\_\_\_\_

**DATE:** \_\_\_\_\_



SECTION J –ATTACHMENT B

**APPENDIX 3**

**QUALITY ASSURANCE MONITORING FORM –  
CUSTOMER COMPLAINT INVESTIGATION**

**SERVICE or STANDARD:**

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**SURVEY PERIOD:** \_\_\_\_\_

**DATE/TIME COMPLAINT RECEIVED:** \_\_\_\_\_ AM / PM

**SOURCE OF COMPLAINT:** \_\_\_\_\_ (NAME)

\_\_\_\_\_ (ORGANIZATION)

\_\_\_\_\_ (PHONE NUMBER)

\_\_\_\_\_ (EMAIL ADDRESS)

**NATURE OF COMPLAINT:**

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**RESULTS OF COMPLAINT INVESTIGATION:**

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**DATE/TIME SERVICE PROVIDER INFORMED OF COMPLAINT:** \_\_\_\_\_ AM / PM

**CORRECTIVE ACTION TAKEN BY SERVICE PROVIDER:**

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**RECEIVED AND VALIDATED BY:** \_\_\_\_\_

**PREPARED BY:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

SECTION J –ATTACHMENT C

DD Form 254, dated 04/22/2013

**(External attachment)**

## SECTION J –ATTACHMENT D

### **AWARD FEE DETERMINATION PLAN For Department Of Homeland Security (DHS) Enterprise Networked Services Support (ENSS) Task Order**

#### **SECTION 1: INTRODUCTION**

This Award Fee Determination Plan (AFDP) provides procedures for evaluating the Contractor's performance in support of DHS ENSS on a CPAF basis and is applicable to CPAF CLINs only. The AFDP is applicable only to CPAF (CLINs X001, X005, X006, X014). The award fee objective for this Task Order is to afford the Industry Partner the opportunity to earn award fee commensurate with optimum performance:

- a. By providing a workable award fee plan with a high probability of successful implementation;
- b. By clearly communicating evaluation procedures that provide effective two-way communication between the Industry Partner and the Government; and
- c. By focusing the Industry Partner on areas of greatest importance in order to motivate outstanding performance.

The amount of the Award Fee earned and payable to the Contractor for achieving specified levels of performance will be determined by the Award Fee Determination Official (AFDO), with the assistance of the Award Fee Evaluation Board (AFEB), per this plan. The maximum fee payable is 100% of the Award Fee. The Contractor may earn all, or part, or none of the Award Fee allocated to an evaluation period.

This AFDP may be amended IAW Section H.26.3 of this Task Order.

Standard terms used in the AFDP are:

Award Fee Pool: The maximum award fee pool established at award.

Award Fee Pool Allocation: The amount of the award fee pool that is allocated and potentially earned from the Award Fee Pool for the specific award fee period subject to the AFDP

#### **SECTION 2: EVALUATION PERIODS**

The evaluations will be every 6 months throughout the performance of this Task Order. Award fee determinations will be made on the last work day of the month following each evaluation period. These time frames can be changed at the unilateral discretion of the Government.

### **SECTION 3: AWARD FEE ALLOCATION FORMULA**

#### **3.1 Maximum Award Fee**

The maximum Award Fee Pool for Task Order **GST0011AJ0025** over the life of the Task Order/Contract) is (b) (4)

#### **REDACTIONS IN ACCORDANCE WITH FOIA b(4)**

The maximum Award Fee Pool Allocation determined for each period shall never exceed the matching proportional amount of Award Fee listed in Task Order Section B CLIN for the applicable period of performance.

#### **3.2 Allowable Award Fee Pool Allocation Methods**

Award fee period 8 will be determined based upon a mixed methodology of funded cost and cost incurred, which the Government and contractor will mutually agreed to prior to issuance of the Award Fee Determination Board's evaluation.

Award fee period 9 will be determined based upon the incurred cost methodology in section 3.2.2, Incurred Cost, of this Award Fee Determination Plan.

As of award fee period 10, there are two methods to determine the maximum Award Fee Pool Allocation for each period.

##### **3.2.1 Planned Value**

Prior to the start of an award fee evaluation period, the AFDP is incorporated into the Task Order by modification, identifying:

- Planned Cost for the Award Fee Evaluation Period.
- Cost Control Criteria.
- Service Level Agreements on Cost Control encouraging reductions in cost to achieve higher award fee and/or higher return on sale.

##### **3.2.2 Incurred Cost**

In the absence of a documented Planned Value, the Award Fee Pool Allocation shall be based on the incurred cost for the period. Incurred cost data shall be provided by the Contractor after the end of the Award Fee Evaluation Period, as calculated and reported by the Contractor's approved Cost Accounting System. Invoiced cost shall not be used unless incurred cost is not available.

#### **3.3 Prohibited Award Fee Pool Allocation Methods**

##### **3.3.1 Funded Cost**

Funded cost will inherently exceed incurred cost. Award Fee Pool Allocations based on the funded cost would artificially increase the total effective award fee percentage higher than the

## SECTION J –ATTACHMENT D

negotiated amount at award. Funded cost shall never be utilized.

### **3.3.2 Estimated Cost**

Estimated costs at award will inherently exceed incurred cost. Award Fee Pool Allocations based on the estimated cost would artificially increase the total award fee percentage higher than the negotiated amount at award. Estimated cost shall never be utilized.

### **3.3.3 Equal Distribution**

Equal distribution of the maximum Award Fee Pool inherently deviates from the award fee percentage negotiated at award. Planned value and incurred cost are superior methodologies to provide a consistent and fair Award Fee Pool Allocation pool. Equal distribution shall never be utilized.

### **3.3.4 Weighted Distribution**

Weighted distribution of the maximum Award Fee Pool inherently deviates from the award fee percentage negotiated at award. Planned Value and Incurred Cost are superior methodologies to provide a consistent and fair Award Fee Pool Allocation that correspond inherently to high levels of effort. Weighted distribution shall never be utilized.

### **3.4 First Award Fee Evaluation Period**

The first Award Fee Evaluation Period for all CPAF awards will default to utilizing incurred cost to determine the Award Fee Pool Allocation. Transition activities inherently introduce level of effort variation. A Planned Value cannot be determined prior to award. Subsequent award fee evaluation periods should progress towards Planned Value.

## **SECTION 4: ORGANIZATIONAL STRUCTURE OF AWARD FEE DETERMINATION**

### **4.1 Award Fee Determination Official (AFDO)**

The AFDO is the Group Manager (GM), FEDSIM. The Contracting Officer (CO) will appoint the AFDO in writing.

The AFDO's responsibilities are:

- Approve the Award Fee Plan and authorize any changes to the Award Fee Plan throughout the life of the Task Order;
- Approve the members of the Award Fee Board (AFEB) and appoint the AFEB Chairperson;
- Review assessments of Contractor performance. Feedback coordinated with the AFEB will be provided to the Contractor as appropriate during the evaluation period to enhance overall performance and minimize problems;
- Determine the amount of award fee the Contractor has earned based on its performance during each evaluation period.

## SECTION J –ATTACHMENT D

### **4.2 Award Fee Evaluation Board (AFEB)**

The Award Fee Evaluation Board (AFEB) has a chairperson, the ESD Client Representative. Other voting members of the board are the ESD Program Management Organization and the FEDSIM Contracting Officer's Representative. The FEDSIM CO is a non-voting advisory member of the AFEB. Additional non-voting board members may be performance monitors as deemed appropriate by the AFEB chairman. The following table provides the individuals that are members of the AFEB. Substitutions are permitted in the event of a schedule conflict, subject to approval by the AFEB Chairperson. Attendance of the non-voting members is not required to convene a board.

<b>Board Position</b>	<b>Title</b>
Chairperson Voting Member	ESD Client Representative
AFEB Voting Member	DHS CBP
AFEB Voting Member	NSS ISSM
AFEB Voting Member **	DHS
AFEB Voting Member **	DHS
AFEB Voting Member	FEDSIM Contracting Officer's Representative
AFEB Non-Voting Member	FEDSIM Contracting Officer
AFEB Non-Voting Member(s)	DHS Program Management Office
AFEB Non-Voting Member	Secretary

\*\* Optional seats. AFEB Chairperson may appoint as many AFEB Voting members as desired but must have 3 voting members in addition to the Chairperson.

Non-voting members will participate in AFEB assessments of Performance Monitor evaluations and discussions of award fee recommendations. Additionally, non-voting members are allowed to submit written reports on contractor performance to the AFEB, for its consideration.

The responsibilities of the AFEB are:

- a. Recommend to the AFDO the specific elements upon which the contractor will be evaluated for each evaluation period.
- b. Request and obtain performance information from performance monitors involved in observing contractor performance.
- c. Evaluate the contractor's performance and summarize its findings and recommendations for the AFDO.
- d. Recommend to the AFDO the percentage of award fee available during an evaluation period which the contractor should receive.
- e. Recommend to the AFDO if remaining award fee funds should be applied to a separate

## SECTION J –ATTACHMENT D

reserve award fee pool.

- f. Recommend to the AFDO if a portion of the reserve award fee pool should be made available to the Contractor to recognize significant improvements of a weakness noted in a previous period.

### **4.2.1 AFEB Chairperson**

The responsibilities of the AFEB Chairperson are to:

- a. Appoint an AFEB Secretary.
- b. Conduct AFEB meetings.
- c. Resolve any inconsistencies in the AFEB evaluations.
- d. Ensure AFEB recommendations to the AFDO are timely and made in accordance with the Award Fee Agreement and this plan.
- e. Ensure timely payment of award fee earned by the Contractor.
- f. Recommend any changes to the Award Fee Plan to the AFDO.
- g. Ensure and have overall responsibility for the proper execution of the AFDP including managing the activities of the AFEB.
- h. Exerts overall responsibility for all documents and activities associated with the AFEB.

### **4.2.2 AFEB Secretary**

The responsibilities of the AFEB Secretary are to:

- a. Review Performance Monitor reports and other performance information and present an overview to the AFEB, as well as all supporting data.
- b. Consolidate the AFEB's assessment and recommendation for presentation to the AFDO at both the midterm and final stages of each evaluation period.
- c. Draft all correspondence required by the AFDO and AFEB as it relates to the award fee process.
- d. Maintain the Award Fee Plan, including any updates as approved by the AFEB and the AFDO, and modified in the task order.
- e. Select a separate AFEB recorder, if desired, who will maintain the AFEB minutes, notify AFEB board members and performance monitors of report due dates and meeting times, distribute forms, and receive and distribute completed reports to all members.
- f. Maintain the award fee files, including current copies of the Award Fee Plan, any internal procedures, performance monitor's reports, and any other documentation having a bearing on the AFDO's award fee decisions.

## SECTION J –ATTACHMENT D

### **4.2.3 Performance Monitors**

Government and task order support personnel will be identified by the AFEB Chairperson as performance monitors to aid the AFEB in making its recommendation for award fee. These monitors will submit written reports, as required by the AFEB Chairperson, on the Contractor's performance to the AFEB for consideration. Submission of their reports will be coordinated through the AFEB Secretary. Procedures and instructions for the performance monitors regarding mid-term and final evaluations are provided in Section 6 below. The final report will be comprehensive and will be completed and submitted to the AFEB Secretary within ten working days of the conclusion of the evaluation period, unless otherwise notified in writing of any changes.

### **5.0 AWARD FEE DETERMINATION PROCESS**

The contractor begins each evaluation period with 0 % of the available award fee and works up to the earned award fee based on performance during the evaluation period.



## **5.1 Monitoring and Assessing Performance**

The AFEB chairperson will assign performance monitors for the major performance areas. The Performance Monitors will be selected on the basis of their expertise in the prescribed performance areas and/or their association with specific technical tasks. The AFEB chairperson may assign and change Performance Monitors assignments at any time without notice to the Contractor. The AFEB chairperson will ensure that each monitor and board member has copies of the task order and all modifications, a copy of this plan, and all changes and specific instructions for assigned areas.

Performance monitors will conduct assessments of the Contractor performance in their assigned areas. Feedback coordinated with the AFEB Chairperson will be provided to the Contractor as appropriate during the evaluation period to enhance overall performance and minimize problems.

### **5.1.1 Instructions for Performance Monitors**

Performance monitors will maintain a periodic written record of the Contractor's performance, including inputs from other Government personnel, in the evaluation areas of responsibility. Performance monitors will retain informal records used to prepare evaluation reports for twelve months after the completion of an evaluation period to support any inquiries made by the AFDO. Performance monitors will conduct assessments in an open, objective, and cooperative spirit, so that a fair and accurate evaluation is made. Performance monitors will make every effort to be consistent from period to period in their approach to determine recommended ratings. Positive accomplishments should be emphasized just as readily as negative ones.

- a. Performance Monitor Evaluation Reports. Performance monitors will prepare midterm and final evaluation reports for each evaluation period during which they are performance monitors. The final reports will be more comprehensive. The reports, as a minimum, contain the following information:
  - 1) The criteria and methods used to evaluate the Contractor's performance during the evaluation period.
  - 2) The technical, economic and schedule environment under which the Contractor was required to perform. What effect did the environment have on the Contractor's performance?
  - 3) The Contractor's major strengths and weaknesses during the evaluation period. Give examples of the Contractor performance for each strength and weakness listed. Also provide the reference in the specification, statement of work, data requirement, task order etc. that relates to each strength or weakness.
  - 4) A recommended rating for the evaluation period using the adjectives and their definitions set forth in the task order and this award fee plan. Provide concrete examples of the Contractor's performance to support the recommended rating.

## **5.2 Procedures for Award Fee Evaluations**

These procedures provide for both a midterm evaluation and full-rating-period evaluation. Procedures common to both evaluations are listed first, followed by the procedures unique to each evaluation.

### **5.2.1 Common Procedures**

#### **5.2.1.1 Exclusions**

Throughout the entire evaluation period, the Contractor shall present and document any exclusion to the period of performance, due to circumstances beyond the control of the Contractor, to the AFEB Chairperson within five calendar days of their occurrence. The performance monitors should present the exclusions (if any) to the AFEB. If necessary, the AFEB will ask the Contractor to present their case. The AFEB in conjunction with the FEDSIM CO will make a unilateral decision as to the exclusion from the evaluation.

#### **5.2.1.2 Contractor Monthly Performance Reports**

The Contractor shall prepare Monthly Performance Reports including the Section F Deliverable that contains data that can be used to compare against the Performance Standards stated in this Award Fee Plan. SLA Reports, including the raw data, shall be provided to the SLA performance monitors by the 10<sup>th</sup> of each month via HSDN.

### **5.2.2 Monthly Report Review**

Performance Monitors will collect the Monthly Performance Reports from the Contractor which they will review and analyze for accuracy and if required provide within five workdays an oral or written summary to the AFEB.

### **5.2.3 Midterm Evaluation Procedures**

The purpose of the midterm evaluation is to provide the Contractor a quick, concise, interim Government review of the Contractor performance, and provide the Contractor an opportunity to improve its performance prior to the determination of award fee earned at the end of the evaluation period. No award fee is paid based on midterm evaluations.

#### **5.2.3.1 Midterm Evaluation Reports**

The performance monitors will provide midterm evaluations for each evaluation period. Midterm reports will be submitted to the AFEB Secretary no later than 10 business days after the middle of the evaluation period.

### **5.2.3.2 AFEB Midterm Evaluation and Report**

The AFEB, after receipt of the Contractor's self evaluation, will meet and evaluate all performance information it has obtained. The AFEB will review the performance monitors' reports and prepare a midterm evaluation report.

### **5.2.3.3 Contractor Notification Letter**

The AFEB Secretary will prepare a resultant summary report for AFEB Chairperson approval. The AFEB Chairperson will use this letter to inform the Contractor orally of the Government's midterm evaluation no later than fifteen (15) business days after the date of the midterm evaluation period.

### **5.2.4 Award Fee Evaluation Procedure**

This procedure is designed to ensure that Award Fee Evaluation takes place in a timely and effective manner with proper documentation. The Award Fee Board should meet no later than 20 calendar days after the end of evaluation period. The AFEB must have 75 % of voting members present to make an official recommendation. The AFEB will document the performance that exceeds or falls below the satisfactory levels to substantiate the assigned score or ratings as appropriate.

#### **5.2.4.1 Contractor Self Evaluation**

Within 10- business days after the rating period has ended the Contractor shall provide its self-evaluation to the AFEB chairperson. This self-assessment should be written with the option of presenting an oral self-assessment if requested by the board. The Contractor shall provide SLA metrics and answers to the subjective questions in the award fee evaluation plan. Questions shall be answered in the order shown in the award fee plan. All subjective questions should be addressed and should include supporting information that substantiates the self-assessment.

#### **5.2.4.2 Performance Monitor Final Reports**

The performance monitors will provide evaluations for the entire 6-month evaluation period. Performance monitors will submit final evaluation reports no later than ten calendar days after the end date of the evaluation period to the AFEB Secretary. The final reports will be more comprehensive than the midterm reports.

#### **5.2.4.3 Contractor Self Evaluation Presentation**

The AFEB may request a presentation of the findings of the Contractor's self evaluation prior to the AFEB Meeting to discuss the report's preliminary finding and recommendations. This presentation shall last no longer than one hour. If necessary, a thirty minute question and answer session is permissible.

## SECTION J –ATTACHMENT D

### **5.2.4.4 AFEB Meeting and Memorandum to the AFDO**

The AFEB, after receipt of the Contractor's self evaluation, will meet and evaluate all performance information it has obtained. The AFEB will review the performance monitors' reports and prepare an Award Fee evaluation report. The report will be a memorandum to the AFDO with the AFEB's recommendation.

### **5.2.4.5 AFEB Final Report**

After meeting with the Contractor, the AFEB will finalize the report and present it to the AFDO within five calendar days. The report will recommend the award fee amount and any unresolved the Contractor issues to the AFDO.

### **5.2.4.6 Award Fee Determination Report**

The AFDO will consider the final AFEB report and ensure compliance with the Award Fee Determination Plan. The AFDO may accept, reject, or modify the AFEB recommendation. The AFDO will make the final determination of the award fee earned during the period. The AFDO's determination of the award fee amount of award fee earned and the basis of the determination will be stated in an Award Fee determination report and forwarded to the FEDSIM Contracting Officer for the task order file.

### **5.2.4.7 Award Fee Determination Notice**

The FEDSIM CO will prepare this notice to the Contractor stating the amount of the award fee earned for the evaluation period.

### **5.2.4.8 Contractor Invoice**

The Contractor shall invoice without a modification after receipt of the award fee determination notice providing that sufficient funds were obligated in the award fee pool.

## **SECTION 6: EVALUATION CRITERIA AND WEIGHTS**

The Award Fee Determination Plan (AFDP) consists of award fee provisions for four (4) distinct areas: (1) Management; (2) Technical (includes Hosted Application Support); (3) Cost; and, (4) Security. The criteria and weights provided below are guidelines to be used in evaluating these areas to determine the appropriate award fee. Members of the AFEB and working group will use the following examples of criteria and sub-criteria to evaluate the Contractor's performance during each award fee evaluation period.

Service Level Agreements (SLAs) (Section J, Attachment E1) will be used in combination with subjective elements to determine the contractor's award fee.

SLAs and other subjective criteria may be revised for subsequent award fee periods. Those

## SECTION J –ATTACHMENT D

future SLAs (Section J, Attachment E2) will be developed jointly by the contractor and Government and may replace some or all of the criteria listed below. The Government has the final say as to what SLAs will be incorporated.

The award fee areas are broken down as follows:

20%	Management
45%	Technical
25%	Cost
10%	Security
-----	
100%	Total

### **6.1 Management 20%.**

The objective of the award fee provision is to provide an incentive to the contractor to achieve optimum performance of Task Order requirements and objectives. The evaluation of Management will consider all aspects of Task Order performance in terms of criteria and sub criteria.

- a. Within the contractor's control, to what extent are development projects managed efficiently and delivered according to the original or government approved revised project schedule?
- b. Within the contractor's control, to what extent are deployment projects managed efficiently and delivered according to the original or government approved revised project schedule?
- c. Are deliverables outlined in section F of the TOR timely, accurate, completely understandable, and in the specified format, to include maintenance updates or other changes?
- d. deleted
- e. deleted.
- f. To what extent are schedules met for all deliverables and activities (a critical path delay of more than thirty days is a major delay)?
- g. Has management taken a proactive leadership role to comprehensively plan, allocate, and integrate all program elements to achieve the objectives of the Task Order and the approved RFCs (e.g., use of integrated master schedule (IMS) to track RFC progress)?
- h. Has the contractor managed spares and the break/fix pool to minimize procurement delay for O&M?
- i. Are management actions timely and effective?

## SECTION J –ATTACHMENT D

- j. Does management foresee, mitigate or prevent problems and respond rapidly to project changes driven by Government decisions, funding, or actions?
- k. Are responses to ad hoc requests for presentations and reports provided in a manner that is timely for the Government's needs?
- l. Does the contractor provide complete project plans, project schedules, status updates, and electronic workflow control for the full life cycle of all projects?

### **6.1.1 Communication (4% out of 20%)**

- a. Are management reports provided in a responsive, timely, accurate, complete manner, and in accordance with requested submission dates? (e.g., non task order deliverables, impact studies, technical interchanges, and status briefings)?
- b. Are verbal and written communications clear, succinct, effective, to-the-point, and presented at the appropriate level of detail.
- c. Are users satisfied with the communications with the Contractor (e.g., helpdesk and field services, site survey, deployment, and installation process)?
- d. Deleted.
- e. Is the SLA and SLO performance data available, reliable, and professionally presented?
- f. Are briefings and meetings efficient, succinct and attended by appropriate and well prepared staff?
- g. Are significant risks, project issues and related impacts identified to the Government in a clear, succinct and timely manner (e.g., via weekly or monthly reports)?
- h. Does the contractor effectively and efficiently involve the program office in communications (e.g. summaries of configuration or schedule changes) with external stakeholders?
- i. Does the Contractor effectively communicate with all customers?

### **6.1.2. Contraactual Deliverables and Personnel Staffing (6% out of 20%)**

- a. Deleted
- b. To what extent does the contractor maintain sufficient staff with the appropriate security clearances to achieve the mission objectives?
- c. Do draft task order deliverables contain few to no defects and meet or exceed the expectation of the recipient in a manner that makes the process or product easy to understand and use?
- d. Do final task order deliverables include comprehensive revision and adequate response to Government comments?
- e. Deleted
- f. Are official contractual requests submitted in a responsive, timely, accurate, complete

## SECTION J –ATTACHMENT D

manner, and in accordance with requested submission dates (e.g., Requests for Change and Rough Order of Magnitudes – Cost Estimates)?

- g. Deleted.
- h. Deleted.
- i. Has contractor created a sufficiently detailed schedule for effective PMO oversight?
- j. Are qualified personnel assigned to any and all task order tasks?
- k. Deleted.
- l. Does contractor efficiently use existing program staff?
- m. Deleted.

### **6.2 Technical 45%**

#### **6.2.1 Subjective Technical Criteria (20% out of 45%)**

The objective of this award fee provision is to provide the incentive for the Contractor to achieve optimum performance of Task Order requirements and objectives. The evaluation for technical will consider all aspects of Task Order performance in terms of the criteria and sub-criteria:

- a. Did the contractor maintain the effectiveness of the enterprise networked services? (i.e. Did all ENSS systems and applications provide highly available, highly responsive support for user mission needs) ?
- b. Did the contractor plan, budget and manage continual technical refresh of the existing enterprise networked services infrastructure?
- c. Deleted.
- d. Deleted.
- e. Did the contractor proactively provide suggestions and recommendations for continuous improvement and modernization of the enterprise networked services infrastructure and services?
- f. Did the contractor proactively suggest architectural and product enhancements to support customer requirements and evolving missions?
- g. Has the contractor effectively captured and documented the operational configuration management baseline (e.g. infrastructure hardware configurations and images, addressing, procedures, process documentation, and deliverables)?
- h. Deleted.
- i. Deleted.
- j. Deleted.
- k. Deleted.
- l. Deleted.
- m. Deleted.

## SECTION J –ATTACHMENT D

- n. Deleted.
- o. Deleted.

### **6.2.2 Service Level Agreements**

#### **6.2.2.1 Service Level Agreements (SLAs) (25% out of 45%) and Service Level Objectives (SLOs) (not scored)**

The objective of this award fee criterion is to provide an incentive to the contractor to achieve optimum performance of task order requirements and objectives in the area of Technical performance. The evaluation will consider all aspects of task order performance according to the following sub criteria.

The weighting of the technical measures is shown below. The contractor's technical performance shall be measured in accordance with Section J, Attachment E1 (SLA Descriptions). The SLOs are data that is reported, and while not explicitly scored, can be used by the Government in the subjective assessment.

<b>SLA Number</b>	<b>SLA Description</b>	<b>Weight (percentage of the 25%)</b>
SLA 1	User Site Trouble Ticket - Bronze Site CAT 1 (CONUS)	4%
SLA 2	User Site Trouble Ticket - Bronze Site CAT 2 (CONUS)	4%
SLA 3	User Site Trouble Ticket - Silver Site CAT 1 (NCA)	4%
SLA 4	User Site Trouble Ticket – Silver Site CAT 2 (NCA)	4%
SLA 5	User Site Trouble Ticket – Premium Site (VIP) CAT 1	4%
SLA 6	User Site Trouble Ticket - Premium Site (Non-VIP) CAT 2	4%
SLA 7	User Site Trouble Ticket - CAT 3 (All Sites)	4%
SLA 8	Application Servers - SIPRNet Availability HSDN	10%
SLA 9	Application Servers – JWICS Availability LAN-C	10%
SLA 10	Application Servers - Email Availability HSDN	10%
SLA 11	Application Servers – E-Mail Availability LAN-C	10%
SLA 12	Application Servers - Secure Messaging Availability HSDN	10%
SLA 13	Application Servers – Secure Messaging Availability LAN-C	10%
SLA 14	Call Handling – Speed of Answer	4%
SLA 15	Call Abandonment	4%
SLA 16	Talon	4%
Total (percent of this section)		100%
SLO 01	Core Systems Utilization and Performance HDSN	0%
SLO 02	Core Systems Utilization and Performance LAN-C	0%
SLO 03	Conference Room VTC (NCA) HSDN	0%
SLO 04	Network Availability HSDN	0%
SLO 05	Network Availability LAN-C	0%
SLO 06	CORE Systems Availability HSDN	0%



## SECTION J –ATTACHMENT D

SLO 07	CORE Systems Availably LAN-C	0%
SLO 08	Application Servers – Secure Messaging Availability HSDN	0%
SLO 09	Application Servers – Secure Messaging Availability LAN-C	0%
SLO 10	Application Servers – E-mail Availability HSDN	0%

### **6.2.2.2 Future Service Level Agreements (SLAs)**

The Government's intention is to revise the SLAs in a future Award Fee period. Future changes would help align contract performance with national security systems performance.

## SECTION J –ATTACHMENT D

**6.3 Cost (25%).** The objective of this award fee criterion is to provide an incentive to the Contractor to achieve optimum performance of task order requirements and objectives in the area of Cost performance. The evaluation will consider all aspects of task order performance according to the following sub criteria.

### **6.3.1 Budgeting, Cost Performance, and EVMS (15% out of 25%)**

- a. Did the project achieve scheduled objectives and results within the established project budget?
- b. How effectively did the Contractor achieve cost objectives?
- c. Did the Contractor effectively adapt performance to best utilize limited funding?
- d. Are proactive measures taken to avoid cost growth (e.g., notification or software license renewals)?
- e. For projects equal in value of \$1M or more and has a duration of at least six months;
  - Are Earned Value Management reports timely and accurate? (As applicable per H.19)
  - What are the Cost Performance Index (CPI) and Schedule Performance Index (SPI) for non-O&M tasks? Are CPI and SPI within acceptable variance levels (+5% / - 10%)? (As applicable per H.19)
- f. Did the Integrated Baseline Review (IBR) contain sufficient detail to understand, manage, review and report on project status (As applicable per H.19)?
- g. Did the contractor adequately plan for operations and maintenance (O&M) expenses and are ongoing expenses included in the contractor's spend plan?
- h. Are all RFCs closed out within 120 calendar days following the RFC completion date (except as waived)?
- i. Did the contractor estimate RFC cost within 5% over and 10% under of actual cost for all RFCs?

## SECTION J –ATTACHMENT D

### **6.3.2 Invoicing, Cost Reporting, Savings, and Avoidance (10% out of 25%)**

- a. Does the Contractor routinely propose solutions that save the Government money?
- b. Are invoices complete, accurate, and understandable? If they are not, have any invoices been questioned or disallowed?
- c. Has the Contractor responded promptly and accurately to ad hoc requests for program cost data?
- d. Are cost reports accurate, easy to understand and delivered on time?
- e. Are Tools, ODCs, and Long Distance travel purchases accomplished in a cost-effective manner?
- f. Does the Contractor avoid costs by proposing solutions that use existing DHS infrastructure and GFE where appropriate, technically feasible, and cost-effective?
- g. Has the Contractor been effective in achieving efficiencies in project costs (e.g., labor sharing; cross-training; making bulk purchases; reducing facility costs; minimizing travel by combining multiple trips into single trips)?
- h. Does the Contractor adequately track project costs to facilitate program office cost tracking and billing by site and DHS component or external Agency?

### **6.4 SECURITY (10%)**

The objective of this award fee criterion is to provide an incentive to the Contractor to achieve optimum performance of task order requirements and objectives in the area of Security performance. The evaluation will consider all aspects of task order performance according to the following sub criteria.

- a. Security Operations - Were security tools and appliances actively managed for effective risk mitigation and status/results periodically reported to security managers? These include:
  - Enterprise security management (ArcSight, End Point Security)
  - Vulnerability Analysis, DISA STIG and Gold Disks, DJS Hardening Guides, McAfee Vulnerability Manager, NESSUS)
  - Firewalls (Cyberguard and Netscreen)
  - Intrusion Detection System (Enterasys Dragon Network IDS)
  - Cryptographic File Integrity Checking (Tripwire)
  - Cryptography (COMSEC) Management: (GEM-X)
  - Anti-Virus (, Sophos, McAfee)
  - Forensics (Air Magnet, Encase)
- b. Security Operations - Was the HSDN – SIPRNet DMZ interface operated in compliance

## SECTION J –ATTACHMENT D

with interagency agreements? Was the C-LAN – JWICS DMZ interface operated in compliance with interagency agreements?

- c. Are user accounts actively managed including the enforcement of identification and authentication and account inactivity policies?
- d. Configuration Management - Are actions to comply with Information Security Vulnerability Management (ISVM) and Intelligence Community Vulnerability Alert (ICVA)(including security relevant patches) expeditiously tested, applied, completed, and reported (if applicable) according to the critically of the evaluated security threat?
- e. Configuration Management - Are security-relevant configuration changes managed and documented through the CM process?
- f. Certification and Accreditation Support - Are required security processes clearly documented and implemented (or practiced) as required for full accreditation, to include:
  - Contingency plans
  - Continuity of operations plans (COOP)
  - Backup and disaster recovery (DR) procedures
  - Configuration management processes
  - Vulnerability assessment and management
  - Account management
  - Audit log review and analysis
  - Incident reporting and response
- g. Incident Reporting and Response – Did the contractor effectively comply with DHS incident reporting and response requirements to include following the security directives of authorized government personnel?
- h. Certification and Accreditation Support - Were all significant security-relevant changes reflected in security documentation (Security Plans, C&A packages, type C&A packages) and minor changes recorded and tracked for periodic documentation updates?
- i. User and Administrator Security Training - Was user security training conducted and documented as required by the Security Training Plan?

### **SECTION 7: RATING SCALE, PERFORMANCE SCORING AND PERCENTAGE OF FEE**

The scoring and methodology to be used in determining the award fee scores for the three areas outlined in Section 6 above are IAW with the tables described below.

## SECTION J –ATTACHMENT D

### **7.0 AWARD FEE RATING SCALE**

The following Rating Scale will be used in evaluating the criteria in Section 5. The percentage of the Award Fee which corresponds to these ratings also is indicated.

#### **7.1 Rating Scale Criteria and Sub Criteria**

##### **7.1.1 Subjective criteria evaluation**

Subjective award fee criteria will be scored based on the number of criteria successfully met in each category as presented in the following table.

<b>Award-Fee Adjectival Rating</b>	<b>Award-Fee Pool Available To Be Earned</b>	<b>Description</b>
Excellent	91%--100%	Contractor has exceeded almost all of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Minor weaknesses may exist.
Very Good	76%--90%	Contractor has exceeded many of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Occasional weaknesses to be corrected.
Good	51%--75%	Contractor has exceeded some of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Some weaknesses to be corrected.
Satisfactory	No Greater Than 50%.	Contractor has met overall cost, schedule, and technical performance requirements of the contract as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Improvements required.
Unsatisfactory	0%	Contractor has failed to meet overall cost, schedule, and technical performance requirements of the contract as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Immediate and substantial corrective action required.

SECTION J –ATTACHMENT D

**7.1.2 SLA evaluation**

The SLA award fee criteria will be scored based on the number of criteria successfully met in each category as presented in the following table.

SLA Performance	Corrective Action Required	% of Fee Granted
Primary	Occasional non-conformances to be corrected	100%
Secondary	Minor non-conformances to be corrected	90%
Tertiary	Improvements required	75%
<b>Failure to meet Tertiary</b>	<b>Immediate and substantial corrective action required</b>	<b>0%</b>

## **Service Level Agreements and Objectives**

This table of SLAs represents the Government's required current level of performance of the enterprise networked services.

Contractor's performance will be assessed based on the following SLAs and the subjective criteria identified in the Award Fee Determination Plan (AFDP).

## SECTION J, ATTACHMENT E1

### Service Level AGREEMENTS

#### **SLA 1: USER SITE TROUBLE TICKET – BRONZE SITE CAT 1 (CONUS)**

☒ HSDN ☒ LAN–C

#### **DESCRIPTION:**

This SLA measures the quality and responsiveness of the contractor's operations and maintenance performance and responsiveness to CONUS user site calls that generate help desk trouble tickets. All sites outside the Metropolitan DC area (100 mile radius from Sterling, VA) are "Bronze" sites unless otherwise noted. Category 1 includes all trouble tickets that exceed CAT 2 and CAT 3 thresholds and may require a physical site visit. CAT 1 user site trouble tickets involve a mission service outage (e.g., 1 workstation failure at a 1 workstation site, crypto device failure).

#### **CONDITIONS:**

1. Recognition of events will occur when first reported to the Help Desk and entered into Ticketing System, during Help Desk hours of operation (M– F, 8:00 AM to 5:00 PM Eastern Time).
2. COMSEC and CIK material will not be shipped over weekends or holidays or by the same carrier.
3. Site must provide facility access and escorts if required for contractor personnel upon arrival.
4. The number of site visits does not exceed 2 visits per week without prior planning.
5. Root cause analysis for each problem ticket affecting contractor's managed services is available for review by the government.
6. The Contractor has sufficient hardware inventory on hand.
7. If less than 10 events occur for this SLA, it will be combined with SLAs 2, 3, and/or 4 if those SLAs also have at least 5 events.
8. Unique spare parts and replacement/refresh of GFE hardware originally provided by customer must be coordinated and approved through the DHS ENSS PMO

#### **EXCEPTIONS:**

- (1) Any site that requests a delay beyond the SLA primary target is excluded
- (2) Force Majeure
- (3) Scheduled Downtime
- (4) Any external network service or web site availability issues are excluded

<b>Target</b>		<b>Unit:</b>	Per Trouble Ticket
<b>Primary</b>	>= 95 % of events are completed within 16 business hours	<b>How measured:</b>	Ticketing System
<b>Secondary</b>	90 % of events are completed within 16 business hours	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	70 % of events are completed within 16 business hours	<b>Metric:</b>	Count of Bronze CAT 1 tickets closed out within the target period divided by the total count of Bronze CAT1 tickets in each period
<b>Unsatisfactory</b>	<70 % of events are completed within 16 business hours	<b>Reported:</b>	Monthly in MPR, Semi–Annual in Award Fee Self Evaluation



**SLA 2: USER SITE TROUBLE TICKET – BRONZE SITE CAT 2 (CONUS)**☒ HSDN ☒ LAN-C**DESCRIPTION:**

This SLA measures the quality and responsiveness of the contractor's operations and maintenance performance and responsiveness to CONUS user site calls that generate help desk trouble tickets. All sites outside the Metropolitan DC area (100 mile radius) are "Bronze" sites unless otherwise noted. Category 2 includes all trouble tickets that exceed CAT 3 thresholds and may require a physical site visit. CAT 2 user site trouble tickets involve a non-mission service outage (e.g., 1 workstation failure out of 20 workstations at a site, 1 redundant infrastructure device failure, and 1 printer at a medium or large site).

**CONDITIONS:**

1. Recognition of events will occur when first reported to the Help Desk and entered into Ticketing System, during Help Desk hours of operation (M– F, 8:00 AM to 5:00 PM Eastern Time).
2. COMSEC and CIK material will not be shipped over weekends or holidays or by the same carrier.
3. Site must provide facility access and escorts if required for contractor personnel upon arrival.
4. The number of site visits does not exceed 2 visits per week without prior planning.
5. Root cause analysis for each problem ticket affecting contractor's managed services is available for review by the government.
6. The Contractor has sufficient hardware inventory on hand
7. If less than 10 events occur for this SLA, it will be combined with SLAs 1, 3, and/or 4 if those SLAs also have at least 5 events.
8. Unique spare parts and replacement/refresh of GFE hardware originally provided by customer must be coordinated and approved through the DHS ENSS PMO

**EXCEPTIONS:**

- (1) Any site that requests a delay beyond the SLA primary target
- (2) Force Majeure
- (3) Scheduled Downtime
- (4) Any external network service or web site availability issues are excluded.

<b>Target</b>		<b>Unit:</b>	Per Trouble Ticket
<b>Primary</b>	>= 95 % of events are completed within 24 business hours	<b>How measured:</b>	Ticketing System
<b>Secondary</b>	90 % of events are completed within 24 business hours	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	70 % of events are completed within 24 business hours	<b>Metric (SPM):</b>	Count of Bronze CAT 2 tickets closed out within the target period divided by the total count of Bronze CAT 2 tickets in each period
<b>Unsatisfactory</b>	<70 % of events are completed within 16 business hours	<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

**SLA 3: USER SITE TROUBLE TICKET – SILVER SITE CAT 1 (NCA)**☒ HSDN ☒ LAN-C**DESCRIPTION:**

This SLA measures the quality and responsiveness of the contractor's operations and maintenance performance and responsiveness to user site calls that generate help desk trouble tickets. All sites inside the Metropolitan DC area (100 mile radius) are "Silver" sites unless otherwise noted. Category 1 includes all trouble tickets that exceed CAT 2 and CAT 3 thresholds and may require a physical site visit. CAT 1 user site trouble tickets involve a mission service outage (e.g., 1 workstation failure at a 1 workstation site, non-redundant circuit failure, POTS failure, crypto device failure).

**CONDITIONS:**

1. Recognition of events will occur when first reported to the Help Desk and entered into Ticketing System, during Help Desk hours of operation (M– F, 8:00 AM to 5:00 PM Eastern Time).
2. Site must provide facility access and escorts if required for contractor personnel upon arrival.
3. The number of site visits does not exceed 2 visits per week without prior planning.
4. Root cause analysis for each problem ticket affecting contractor's managed services is available for review by the government.
5. The Contractor has sufficient hardware inventory on hand
6. If less than 10 events occur for this SLA, it will be combined with SLAs 1, 2, and/or 4 if those SLAs also have at least 5 events.
7. Unique spare parts and replacement/refresh of GFE hardware originally provided by customer must be coordinated and approved through the DHS ENSS PMO

**EXCEPTIONS:**

- (1) Any site that requests a delay beyond the SLA primary target is excluded
- (2) Force Majeure
- (3) Scheduled Downtime
- (4) Any external network service or web site availability issues are excluded

<b>Target</b>		<b>Unit:</b>	Per Trouble Ticket
<b>Primary</b>	>= 95 % of events are completed within 8 business hours	<b>How measured:</b>	Ticketing System
<b>Secondary</b>	90 % of events are completed within 8 business hours	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	70 % of events are completed within 8 business hours	<b>Metric:</b>	Count of Silver CAT 1 tickets closed out within the target period divided by the total count of Silver CAT 1 tickets in each period
<b>Unsatisfactory</b>	<70 % of events are completed within 8 business hours	<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

**SLA 4: USER SITE TROUBLE TICKET – SILVER SITE CAT 2 (NCA)**☒ HSDN ☒ LAN-C**DESCRIPTION:**

This SLA measures the quality and responsiveness of the contractor's operations and maintenance performance and responsiveness to user site calls that generate help desk trouble tickets. All sites inside the Metropolitan DC area (100 mile radius) are "Silver" sites unless otherwise noted. Category 2 includes all trouble tickets that exceed CAT 3 thresholds and may require a physical site visit. CAT 2 user site trouble tickets involve a non-mission service outage (e.g., 1 workstation failure out of 20 workstations at a site, 1 redundant infrastructure device failure, and 1 printer at a medium or large site).

**CONDITIONS:**

1. Recognition of events will occur when first reported to the Help Desk and entered into Ticketing System, during Help Desk hours of operation (M– F, 8:00 AM to 5:00 PM Eastern Time).
2. Site must provide facility access and escorts if required for contractor personnel upon arrival.
3. The number of site visits does not exceed 2 visits per week without prior planning.
4. Root cause analysis for each problem ticket affecting contractor's managed services is available for review by the government.
5. The Contractor has sufficient hardware inventory on hand.
6. If less than 10 events occur for this SLA, it will be combined with SLAs 1, 2, and/or 3 if those SLAs also have at least 5 events.
7. Unique spare parts and replacement/refresh of GFE hardware originally provided by customer must be coordinated and approved through the DHS ENSS PMO

**EXCEPTIONS:**

- (1) Any site that requests a delay beyond the SLA primary target is excluded
- (2) Force Majeure
- (3) Scheduled Downtime
- (4) Any external network service or web site availability issues are excluded

<b>Target</b>		<b>Unit:</b>	Per Trouble Ticket
<b>Primary</b>	>= 95 % of events are completed within 16 business hours	<b>How measured:</b>	Ticketing System
<b>Secondary</b>	90 % of events are completed within 16 business hours	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	70 % of events are completed within 16 business hours	<b>Metric:</b>	Count of Silver CAT 2 tickets closed out within the target period divided by the total count of Silver CAT 2 tickets in each period
<b>Unsatisfactory</b>	<70 % of events are completed within 16 business hours	<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

**SLA 5: USER SITE TROUBLE TICKET – PREMIUM SITE VIP** ☒ HSDN ☒ LAN-C**DESCRIPTION:**

This SLA measures the quality and responsiveness of the contractor's operations and maintenance performance and responsiveness to user site calls that generate help desk trouble tickets. All Premium sites with 24/7 support (NAC only) for Very Important Persons (VIP) users have a higher response time requirement than Bronze or Silver.

A list of users identified as VIP will be provided by the Government PMO to the contractor.

**CONDITIONS:**

1. Recognition of events will occur when first reported to the Help Desk and entered into Ticketing System.
2. Site must provide facility access for contractor personnel within primary target time window.
3. Once a trouble ticket is opened, the time runs continuously until closed.
4. The number of simultaneous VIP visits does not exceed 2 without prior planning.
5. The Contractor has sufficient hardware inventory on hand.
6. Root cause analysis for each problem ticket is available for review by the government within contractor's control.
7. Unique spare parts and replacement/refresh of GFE hardware originally provided by customer must be coordinated and approved through the DHS ENSS PMO

**EXCEPTIONS:**

- (1) Any site that requests a delay beyond the SLA primary target is excluded
- (2) Force Majeure
- (3) Scheduled Downtime
- (4) Any external network service or web site availability issues are excluded

<b>Target</b>		<b>Unit:</b>	Per Trouble Ticket
<b>Primary</b>	>= 95% of events are responded to within 2 hours AND completed within 4 hours	<b>How measured:</b>	Ticketing System
<b>Secondary</b>	90% of events are responded to within 2 hours AND completed within 4 hours	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	70 % of events are responded to within 2 hours AND completed within 4 hours	<b>Metric:</b>	Count of Premium VIP tickets responded to within the response target period and closed out within the restore target period divided by the total count of Premium VIP tickets in each period
<b>Unsatisfactory</b>	<70 % of events are responded to within 2 hours AND completed within 4 hours	<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

**SLA 6: USER SITE TROUBLE TICKET – PREMIUM SITE NON– VIP**☒ HSDN ☒ LAN–C**DESCRIPTION:**

This SLA measures the quality and responsiveness of NG’s operations and maintenance performance and responsiveness to user site calls that generate help desk trouble tickets. Premium sites have HSDN 24/7 on– site support personnel, the highest level of service offered.

Non– VIP trouble tickets include all trouble tickets that involve desktop hardware failure (i.e., workstation, printer, scanner, desktop VTC, or associated peripheral device) or managed network equipment failure resulting in service disruption at facility and may require a physical visit.

**CONDITIONS:**

1. Recognition of events will occur when first reported to the Help Desk and entered into Ticketing System.
2. Site must provide facility access for contractor personnel within primary target time window.
3. Once a trouble ticket is opened, the time runs continuously until closed.
4. The number of non-VIP visits does not exceed 40 Non-VIP visits per week without prior planning.
5. Root cause analysis for each ticket is available for review by the government.
6. Unique spare parts and replacement/refresh of GFE hardware originally provided by customer must be coordinated and approved through the DHS ENSS PMO

**EXCEPTIONS:**

- (1) Any site that requests a delay beyond the SLA primary target is excluded
- (2) Force Majeure
- (3) Scheduled Downtime
- (4) Any external network service or web site availability issues are excluded

<b>Target</b>		<b>Unit:</b>	Per Trouble Ticket
<b>Primary</b>	>= 95 % of events are responded to within 4 hours AND completed within 8 hours	<b>How measured:</b>	Ticketing System
<b>Secondary</b>	90 % of events are responded to within 4 hours AND completed within 8 hour	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	70 % of events are responded to within 4hours AND completed within 8 hour	<b>Metric:</b>	Count of Premium Non–VIP tickets responded to within the response target period and closed out within the restore target period divided by the total count of Premium Non–VIP tickets in each period
<b>Unsatisfactory</b>	<70 % of events are responded to within 4 hours AND completed within 8 hours	<b>Reported:</b>	Monthly in MPR, Semi–Annual in Award Fee Self Evaluation

# SECTION J, ATTACHMENT E1

## **SLA 7: USER SITE TROUBLE TICKET – CAT 3 (ALL SITES)** ☒ HSDN ☒ LAN–C

### **DESCRIPTION:**

This SLA measures the quality and responsiveness of the contractor's operations and maintenance performance and responsiveness to user site calls that generate help desk trouble tickets. All sites are included in this SLA regardless of service level. CAT 3 includes all trouble tickets that do not require a physical site visit (e.g., password reset, Tier 1 help desk support).

### **CONDITIONS:**

1. Recognition of events will occur when first reported to the Help Desk and entered into Ticketing System, during Help Desk hours of operation (M– F, 8:00 AM to 5:00 PM Eastern Time).
2. Once a trouble ticket is opened, the time runs continuously until closed.

### **EXCEPTIONS:**

- (1) Any ticket that requests a delay beyond the SLA primary target is excluded
- (2) Any ticket that is escalated is counted in the category it was escalated to
- (3) Force Majeure
- (4) Scheduled Downtime
- (5) Any external network service or web site availability issues are excluded
- (6) Data Recovery time from archives is excluded

<b>Target</b>		<b>Unit:</b>	Per Trouble Ticket
<b>Primary</b>	>= 95% of events are completed within 3 hours	<b>How measured:</b>	Ticketing System
<b>Secondary</b>	90 % of events are completed within 3 hours	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	70 % of events are completed within 3 hours	<b>Metric:</b>	Count of CAT 3 tickets closed out within the target period divided by the total count of CAT 3 tickets in each period
<b>Unsatisfactory</b>	<70 % of events are completed within 3 hours	<b>Reported:</b>	Monthly in MPR, Semi–Annual in Award Fee Self Evaluation

# SECTION J, ATTACHMENT E1

## **SLA 8: APPLICATION SERVERS – SIPRNET GATEWAY AVAILABILITY ☒ HSDN**

### **DESCRIPTION:**

This SLA provides a measure of the SIPRNet gateway availability i.e., access to the DISA boundary. The measure is performed by an Internet Control Message Protocol (ICMP) probe of the red HSDN edge router (inside interface) connecting the HSDN DMZ to the SIPRNet. This establishes that a network path exists between the ICMP server and the HSDN managed router interfacing to the SIPRNet. The probe executes a ping every **3** minutes with a **5** second timeout. The probe returns the status of round-trip time when successful and a status of “n/a” on failure. To count as unavailable, the probe must return two consecutive “n/a” responses. Two consecutive “n/a” responses will count as 3 minutes of unavailability.

### **CONDITIONS:**

1. The Contractor possesses spares for critical hardware items

### **EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) SiteScope unavailability

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>	>= 99.9%	<b>How measured:</b>	HP SiteScope
<b>Secondary</b>	99.70%	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	99.00%	<b>Metric (SPM):</b>	Total downtime divided by (total time in period minus downtime caused by exceptions1, 2 3 and 4)
<b>Unsatisfactory</b>	<99.00%	<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

# SECTION J, ATTACHMENT E1

## **SLA 9: APPLICATION SERVERS – JWICS GATEWAY AVAILABILITY ☒ LAN-C**

### **DESCRIPTION:**

This SLA provides a measure of the JWICS gateway availability i.e., access to the DIA boundary. The measure is performed by an Internet Control Message Protocol (ICMP) probe of the red LAN-C edge router (inside interface) connecting the LAN-C DMZ to JWICS. This establishes that a network path exists between the ICMP server and the LAN-C managed router interfacing to JWICS. The probe executes a ping every **3** minutes with a **5** second timeout. The probe returns the status of round-trip time when successful and a status of “n/a” on failure. To count as unavailable, the probe must return two consecutive “n/a” responses. Two consecutive “n/a” responses will count as 3 minutes of unavailability.

### **CONDITIONS:**

### **EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) Sitescope unavailability

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>	>= 99.8%	<b>How measured:</b>	HP SiteScope
<b>Secondary</b>	99.5%	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	99.00%	<b>Metric (SPM):</b>	Total downtime divided by (total time in period minus downtime due to exceptions 1, 2, 3 and 4)
<b>Unsatisfactory</b>	<99.00%	<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation



**SLA 10: APPLICATION SERVERS – E- MAIL AVAILABILITY** ☒ **HSDN****DESCRIPTION:**

This SLA provides a measure of the HSDN E-mail server availability. The measure is performed by an Internet Control Message Protocol (ICMP) probe of the E-mail server within the HSDN data center from a server within the HSDN NOC. This establishes that a network path exists between the NOC server and the E-mail server and the server is responding. The probe executes approximately every 4 minutes. Each time the probe executes it performs 4 ICMP pings, each with a 20 second timeout. The probe returns an availability of "1" if one to four pings are successful, "0" if no pings are successful. Probe responses of "1" count as available, "0" as unavailable. To count as unavailable, the probe must return two consecutive "0" responses.

**CONDITIONS:**

1. The contractor will not be directed to make changes to the E-mail gateway that adversely impacts availability (MTBF)
2. The contractor possesses spares for critical hardware items
3. The Government approves requested maintenance and support contracts for hardware and software components

**EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) False responses from availability probe if negated by other data

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>	99.70%	<b>How measured:</b>	HP Openview
<b>Secondary</b>	99.00%	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	98.50%	<b>Metric:</b>	Total downtime divided by (Total time in period minus scheduled downtime)
<b>Unsatisfactory</b>	<98.50%	<b>Reported:</b>	Monthly in IPR, Semi-Annual in Award Fee Self Evaluation

## SECTION J, ATTACHMENT E1

### **SLA 11: APPLICATION SERVERS – E- MAIL AVAILABILITY ☒ LAN-C**

#### **DESCRIPTION:**

This SLA provides a measure of the Email server availability. Email availability is measured by the exchange of a synthetic email transaction from a test server and the email server. A synthetic email transaction will consist of an email message sent from the test server to the LAN-C email server. The test server executes the synthetic transaction every 3 minutes with a 30 second timeout. Any failed synthetic transaction is counted as **3** minutes of unavailability.

#### **CONDITIONS:**

1. The Contractor possesses spares for critical hardware items

#### **EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) SiteScope unavailability

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>	$\geq 99.70\%$	<b>How measured:</b>	HP SiteScope
<b>Secondary</b>	99.00%	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	98.50%	<b>Metric:</b>	Total downtime divided by (total time in period minus downtime due to exceptions 1, 2, 3 and 4)
<b>Unsatisfactory</b>	$<98.0\%$	<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

**SLA 12: APPLICATION SERVERS – SECURE MESSAGING AVAILABILITY** ☒ HSDN**DESCRIPTION:**

This SLA provides a measure of the HSDN Secure Messaging System (SMS) server(s) availability. The measure is performed by an Internet Control Message Protocol (ICMP) probe of the SMS servers within the HSDN data center from a server within the HSDN NOC. This establishes that a network path exists between the NOC server and the SMS servers and at least one of the servers is responding. The probe executes approximately every 4 minutes. Each time the probe executes it performs 4 ICMP pings, each with a 20 second timeout. The probe returns an availability of "1" if one to four pings are successful, "0" if no pings are successful. Probe responses of "1" count as available, "0" as unavailable. To count as unavailable, the probe must return two consecutive "0" responses.

**CONDITIONS:**

1. The contractor will not be directed to make changes to the Secure Messaging Service gateway that adversely impacts availability (MTBF)
2. The contractor possesses spares for critical hardware items
3. The Government approves requested maintenance and support contracts for hardware and software components

**EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) False responses from availability probe if negated by other data

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>	99.97%	<b>How measured:</b>	HP Open view
<b>Secondary</b>	99.70%	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	99.00%	<b>Metric:</b>	Total downtime divided by (Total time in period minus scheduled downtime)
<b>Unsatisfactory</b>	<99.00%	<b>Reported:</b>	Monthly in IPR, Semi-Annual in Award Fee Self Evaluation

**SLA 13: APPLICATION SERVERS – SECURE MESSAGING AVAILABILITY** ☒ LAN-C**DESCRIPTION:**

This SLA provides a measure of the C-LAN Secure Messaging System (SMS) server(s) availability. The measure is performed by an Internet Control Message Protocol (ICMP) probe of the SMS servers within the C-LAN data center from a server within the C-LAN NOC. This establishes that a network path exists between the NOC server and the SMS servers and at one of the servers is responding. The probe executes approximately every 4 minutes. Each time the probe executes it performs 4 ICMP pings, each with a 20 second timeout. The probe returns an availability of "1" if one to four pings are successful, "0" if no pings are successful. Probe responses of "1" count as available, "0" as unavailable. To count as unavailable, the probe must return two consecutive "0" responses.

**CONDITIONS:**

1. The contractor will not be directed to make changes to the Secure Messaging Service gateway that adversely impacts availability (MTBF)
2. The contractor possesses spares for critical hardware items
3. The Government approves requested maintenance and support contracts for hardware and software components

**EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) False responses from availability probe if negated by other data

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>	99.97%	<b>How measured:</b>	HP SiteScope
<b>Secondary</b>	99.70%	<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>	99.00%	<b>Metric:</b>	Total downtime divided by (total time in period minus downtime due to exceptions 1, 2, 3 and 4)
<b>Unsatisfactory</b>	<99.00%	<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

# SECTION J, ATTACHMENT E1

## **SLA 14: CALL HANDLING** ☒ HSDN ☒ LAN-C

### **DESCRIPTION:**

This SLA measures the timeliness of the contractor's help desk from when the call is offered to when an agent answers the call

### **CONDITIONS:**

### **EXCEPTIONS:**

- 1) Force Majeure
- 2) Scheduled helpdesk downtime
- 3) Any external network or system availability issues which affect the ACD system are excluded

<b>Target</b>		<b>Unit:</b>	Number of seconds averaged
<b>Primary</b>	>= 95% of calls answered in 20 seconds	<b>How measured:</b>	Avaya CMS
<b>Secondary</b>	90% of calls answered in 20 seconds	<b>Period:</b>	Six Calendar Months aligned with Award Fee Period
<b>Tertiary</b>	70% of calls answered in 20 seconds	<b>Metric (SPM):</b>	Total call queue time divided by total number of calls offered (ANSTIME/ACDCALLS) as reported by the Avaya CMS call profile monthly report and Total number of calls abandoned divided by total number of calls offered 100*(ABNCALLS/CALLSOFFERED) as reported by the Avaya CMS monthly call profile report. Both conditions must be met independently to meet the target.
<b>Unsatisfactory</b>	<70% of calls answered in 20 seconds	<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

# SECTION J, ATTACHMENT E1

## **SLA 15: CALL ABANDONMENT** ☒ HSDN ☒ LAN-C

### **DESCRIPTION:**

This SLA measures the timeliness of the call abandonment rate.

### **CONDITIONS:**

### **EXCEPTIONS:**

- 1) Force Majeure
- 2) Scheduled helpdesk downtime
- 3) Any external network or system availability issues which affect the ACD system are excluded

<b>Target</b>		<b>Unit:</b>	Number of seconds averaged
<b>Primary</b>	>= 95% of calls 5% or less abandoned	<b>How measured:</b>	Avaya CMS
<b>Secondary</b>	90% of calls 5% or less abandoned	<b>Period:</b>	Six Calendar Months aligned with Award Fee Period
<b>Tertiary</b>	70% of calls 5% or less abandoned	<b>Metric (SPM):</b>	Total call queue time divided by total number of calls offered (ANSTIME/ACDCALLS) as reported by the Avaya CMS call profile monthly report and Total number of calls abandoned divided by total number of calls offered 100*(ABNCALLS/CALLSOFFERED) as reported by the Avaya CMS monthly call profile report. Both conditions must be met independently to meet the target.
<b>Unsatisfactory</b>	<70% of calls >5% abandoned	<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

## SECTION J, ATTACHMENT E1

### **SLA 16: TALON(TM) (KOV- 26) IN- LINE NETWORK ENCRYPTORS**

#### **DESCRIPTION:**

This SLA measures the contractor's performance and responsiveness in repairing / configuring Talon(TM) (KOV- 26) in- line network encryptors and laptops. Because of the shipping requirements and complexity of repairing Talon(TM) (KOV- 26) in- line network encryptors and laptops a separate SLA is required. This SLA will measure the timeliness of the contractor's to repair and configure a Talon(TM) (KOV- 26) in- line network encryptor card and associated laptop and ship it back to the customer.

#### **CONDITIONS:**

1. Timeline begins upon receipt of equipment from site and ends when acknowledgment of receipt from shipping vendor is received.
2. The contractor's has sufficient hardware inventory on hand.
3. Measurement only applies to provided hardware under warranty
4. Number of talon repairs per week does not exceed available labor and material resources
5. Physical damage to either the Talon or laptop is excluded
6. Equipment requiring manufacture repair is excluded

#### **EXCEPTIONS:**

- (1) Any site that requests a return shipping delay beyond the SLA primary target is excluded.
- (2) Force Majeure

	<b>Target</b>	<b>Unit:</b>	Per Occurrence
<b>Primary</b>	>= 95% of events are completed within 3 Business days	<b>How Measured:</b>	Service Desk
<b>Secondary</b>	90 % of events are completed within 4 Business days	<b>Period:</b>	Six Calendar Months aligned with Award Fee Period
<b>Tertiary</b>	70 % of events are completed within 5 Business days	<b>Metric:</b>	Count of small site installations completed within the target period divided by count of all small site installations in the period
<b>Unsatisfactory</b>	<70% of events are completed within 5 Business days	<b>Reported:</b>	Monthly in IPR, Semi-Annual in Award Fee Self Evaluation

**SERVICE LEVEL OBJECTIVES****SLO 1: CORE SYSTEMS UTILIZATION AND PERFORMANCE ☒ HSDN****DESCRIPTION:**

This SLO provides a measure of core systems utilization and performance on HSDN. Core systems includes but is not limited to the SIPRNet gateway, hosting environment (Maintained by the contractor), secure messaging, email, DNS, Enterprise Portal, oracle databases and SharePoint. Core systems utilizations and performance are measured by polling each system with SNMP, collecting NetFlow (with purchase of NNM Performance SPI) and IP SLA synthetic testing and other techniques, as appropriate on a regular basis. The objective is to proactively manage the network and network services and take appropriate steps to maintain optimal performance and efficiencies.

**CONDITIONS:****EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) SiteScope/HP Performance Manager/Reporter Unavailability
- (5) Non-Business Hours

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>		<b>How measured:</b>	TBD
<b>Secondary</b>		<b>Period:</b>	
<b>Tertiary</b>		<b>Metric:</b>	
<b>Unsatisfactory</b>		<b>Reported:</b>	Monthly in MPR, eventually on demand to Network users



## SECTION J, ATTACHMENT E1

### **SLO 2: CORE SYSTEMS UTILIZATION AND PERFORMANCE ☒ LAN-C**

#### **DESCRIPTION:**

This SLO provides a measure of core systems utilization and performance on LAN-C. Core systems includes but is not limited to the JWICS gateway, hosting environment, email, secure messaging, DNS, Enterprise Portal, oracle databases and SharePoint. Core systems utilizations and performance are measured by polling each system with SNMP, collecting NetFlow, (with purchase of NNM Performance SPI), IP SLA synthetic testing and other techniques, as appropriate on a regular basis. The objective is to proactively manage the network and network services and take appropriate steps to maintain optimal performance and efficiencies.

#### **CONDITIONS:**

#### **EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) SiteScope/HP Performance Manager/Reporter Unavailability
- (5) Non-Business Hours

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>		<b>How measured:</b>	TBD
<b>Secondary</b>		<b>Period:</b>	
<b>Tertiary</b>		<b>Metric:</b>	
<b>Unsatisfactory</b>		<b>Reported:</b>	Monthly in MPR, eventually on demand to Network users

## SECTION J, ATTACHMENT E1

### **SLO 03: CONFERENCE ROOM VTC – (NCA) ☒ HSDN**

#### **DESCRIPTION:**

This SLO measures the quality and responsiveness of the contractor's operations and maintenance performance and responsiveness to user site calls for ENSS Conference Room VTC systems that generate help desk trouble tickets. All sites within 25 mile radius from Sterling, VA are included unless otherwise noted.

#### **CONDITIONS:**

1. Recognition of events will occur when first reported to the Help Desk and entered into Ticketing System, during Help Desk hours of operation (M– F, 8:00 AM to 5:00 PM Eastern Time).
2. Site must provide facility access and escorts if required for ENSS personnel upon arrival.
3. Measurement only applies to qualified integrated VTC solutions under bi-annual preventive maintenance support and maintained in accordance with preventive maintenance operational system checks to include firmware updates and system alignment.
4. Measurement does not include Original Equipment Manufacturer (OEM) durations to provide repair/replacement parts.

#### **EXCEPTIONS:**

- (1) Any site that requests a delay beyond the SLA primary target is excluded
- (2) Force Majeure
- (3) Scheduled Downtime
- (4) Any external electric service and/or WAN network service availability issues are excluded
- (5) Any operational defects determined to be caused by third party deviations to preventive maintenance support

Target		Unit:	Per Trouble Ticket
Primary		How measured:	Ticketing System
Secondary		Period:	2 Three Month Periods, aligned with Award Fee Period
Tertiary		Metric:	Count of Conference Room VTC tickets closed out within the target period divided by the total count of Conference Room VTC tickets in each period
Unsatisfactory		Reported:	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

### **SLO 04: NETWORK AVAILABILITY ☒ HSDN**

## SECTION J, ATTACHMENT E1

### DESCRIPTION:

This SLO measures the overall availability of HSDN. It is measured between every site (excludes Talon sites) and the primary data center. The measure is an indication of the availability of the entire network path from the primary data center to the red LAN at each dual-attached site. The availability is measured by an Internet Control Message Protocol (ICMP) probe of the red side LAN switch or its equivalent in each site from the primary data center. The probe executes a ping every 15 minutes with a 5 second timeout. The probe returns the status of round-trip time when successful and a status of “n/a” on failure. To count as unavailable, the probe must return two consecutive “n/a” responses. Any ping with no response within a 15 minute interval counts as one minute of unavailability

### CONDITIONS:

1. Excludes downtime due to OneNet circuit(s) issues including OneNet router failures.
2. Excludes scheduled maintenance.
3. Excludes site power failures.
4. Excludes Talon sites
5. Excludes situations beyond contractor control such as human error of on-site non contractor personnel.

### EXCEPTIONS:

- (1) Force Majeure
- (2) Sitescope unavailability

Target		Unit:	Per Occurrence
Primary		How measured:	HP SiteScope
Secondary		Period:	2 Three Month Periods, aligned with Award Fee Period
Tertiary		Metric:	Average network availability = Total downtime divided by (Total time in period minus scheduled downtime or downtime due to factors out of contractor control). Individual site availability = total downtime divided by (Total time in period minus scheduled downtime or downtime due to factors out of contractor control).
Unsatisfactory		Reported:	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

**SLO 05: NETWORK AVAILABILITY** ☒ LAN-C

## SECTION J, ATTACHMENT E1

### DESCRIPTION:

This SLO measures the overall availability of LAN-C. It is measured between every site with dual WAN connections and the primary data center. The measure is an indication of the availability of the entire network path from the primary data center to the red LAN at each dual-attached site. The availability is measured by an Internet Control Message Protocol (ICMP) probe of the red side LAN switch or its equivalent in each site from the primary data center. The probe executes a ping every 15 minutes with a 5 second timeout. The probe returns the status of round-trip time when successful and a status of “n/a” on failure. To count as unavailable, the probe must return two consecutive “n/a” responses. Any ping with no response within a 15 minute interval counts as one minute of unavailability

### CONDITIONS:

1. Excludes downtime due to OneNet circuit(s) issues including OneNet router failures.
2. Excludes scheduled maintenance.
3. Excludes site power failures.
4. Excludes situations beyond contractor control such as human error of on-site non contractor personnel.

### EXCEPTIONS:

- (1) Force Majeure
- (2) Sitescope unavailability

Target		Unit:	Per Occurrence
Primary		How measured:	HP Site Scope
Secondary		Period:	2 Three Month Periods, aligned with Award Fee Period
Tertiary		Metric:	Average network availability = Total downtime divided by (Total time in period minus scheduled downtime or downtime due to factors out of contractor control). Individual site availability = total downtime divided by (Total time in period minus scheduled downtime or downtime due to factors out of contractor control)
Unsatisfactory		Reported:	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

**SLO 06: CORE SYSTEMS AVAILABILITY ☒ HSDN**

## SECTION J, ATTACHMENT E1

### DESCRIPTION:

This SLO provides a measure of core systems availability on HSDN. For this SLA, core systems include the hosting environment (Maintained by), the contractor) DNS, and SharePoint. Core systems availability is measured by the exchange of a synthetic message from a test server and each core system. The test server executes a synthetic transaction every two minutes with a 5 second timeout with each core system. Any failed synthetic transaction with any core system is counted as 1 minute of unavailability.

Need to define core systems and cost impacts of instrumenting additional devices and system.

### CONDITIONS:

### EXCEPTIONS:

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) SiteScope unavailability
- (5) Non-Business Hours (**Primary Target of xxx will be supported only during Business hours**)

Target		Unit:	
Primary		How measured:	HP SiteScope
Secondary		Period:	2 Three Month Periods, aligned with Award Fee Period
Tertiary		Metric:	Total downtime of all core systems divided by total time in period minus downtime due to exceptions 1, 2, 3, 4 and 5.
Unsatisfactory		Reported:	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

**SLO 07: CORE SYSTEMS AVAILABILITY ☒ LAN-C****DESCRIPTION:**

This SLO provides a measure of core systems availability on LAN-C. For this SLA, core systems include the hosting environment (Maintained by the contractor), DNS, and SharePoint. Core systems availability is measured by the exchange of a synthetic message from a test server and each core system. The test server executes a synthetic transaction every two minutes with a 5 second timeout with each core system. Any failed synthetic transaction with any core system is counted as 1 minute of unavailability.

**CONDITIONS:**

**Need to define core systems and cost impacts of instrumenting additional devices and system.**

**EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) SiteScope Unavailability
- (5) Non-Business Hours(Primary Target of xxx will be supported only during Business hours)

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>		<b>How measured:</b>	HP SiteScope
<b>Secondary</b>		<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>		<b>Metric:</b>	Total downtime of all core systems divided by total time in period minus downtime due to exceptions 1, 2, 3, 4 and 5.
<b>Unsatisfactory</b>		<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

**SLO 08: APPLICATION SERVERS – SECURE MESSAGING AVAILABILITY** ☒ **HSDN****DESCRIPTION:**

This SLO provides a measure of the secure messaging server availability. Secure Messaging availability is measured by monitoring specific AMHS window services. The test server verifies the following services are running every 3 minutes with a **30** second timeout:

**CPXP Server**

- CommPower CP-EXP Service

**AMHS Server**

- MSSQLSERVER Service
- Verity K2 Administration Service
- WWW Publishing Service

If any of these services are not running during the verification interval, it will be counted as 3 minutes of unavailability.

**CONDITIONS:**

1. The Contractor possesses spares for critical hardware items
2. SLO becomes active 1 month after tech refresh (use original approved SLA)

**EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) SiteScope unavailability

Target		Unit:	
Primary		How measured:	HP Site Scope
Secondary		Period:	2 Three Month Periods, aligned with Award Fee Period
Tertiary		Metric:	Total downtime divided by (total time in period minus downtime due to exceptions 1, 2, 3 and 4)
Unsatisfactory		Reported:	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

**SLO 09: APPLICATION SERVERS – SECURE MESSAGING AVAILABILITY** ☒ LAN-C**DESCRIPTION:**

This SLO provides a measure of the secure messaging server availability. Secure Messaging availability is measured by monitoring specific AMHS window services. The test server verifies the following services are running every 3 minutes with a **30** second timeout:

**CPXP Server**

- CommPower CP-EXP Service

**AMHS Server**

- MSSQLSERVER Service
- Verity K2 Administration Service
- WWW Publishing Service

If any of these services are not running during the verification interval, it will be counted as 3 minutes of unavailability.

**CONDITIONS:**

1. The Contractor possesses spares for critical hardware items
2. SLO becomes active 1 month after tech refresh (use original approved SLA)

**EXCEPTIONS:**

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) SiteScope unavailability

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>		<b>How measured:</b>	HP SiteScope
<b>Secondary</b>		<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>		<b>Metric:</b>	Total downtime divided by (total time in period minus downtime due to exceptions 1, 2, 3 and 4)
<b>Unsatisfactory</b>		<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation



# SECTION J, ATTACHMENT E1

## **SLO 10: APPLICATION SERVERS – E- MAIL AVAILABILITY ☒ HSDN**

### **DESCRIPTION:**

This SLO provides a measure of the Email server availability. Email availability is measured by the exchange of a synthetic email transaction from a test server and the email server. A synthetic email transaction will consist of an email message sent from the test server to the HSDN email server. The test server executes the synthetic transaction every 3 minutes with a 30 second timeout. Any failed synthetic transaction is counted as **3** minutes of unavailability.

### **CONDITIONS:**

1. The Contractor possesses spares for critical hardware items
2. Implemented with Exchange 2010 (use original approved SLA until 2010 implemented)

- (1) Scheduled Downtime
- (2) Force Majeure
- (3) Government directed configuration changes or security procedures that negatively impact availability
- (4) SiteScope unavailability

<b>Target</b>		<b>Unit:</b>	
<b>Primary</b>		<b>How measured:</b>	HP SiteScope
<b>Secondary</b>		<b>Period:</b>	2 Three Month Periods, aligned with Award Fee Period
<b>Tertiary</b>		<b>Metric:</b>	Total downtime divided by (total time in period minus downtime due to exceptions 1, 2, 3 and 4)
<b>Unsatisfactory</b>		<b>Reported:</b>	Monthly in MPR, Semi-Annual in Award Fee Self Evaluation

## **SLA WAIVER PROCESS**

The Contractor shall promptly notify the Government in writing whenever it believes there is a possibility of performance conflict involving the SLA event(s) noted in this section. Possibility of performance may involve labor, tools and/or ODC resource non-availability

Upon receipt of written notification, the Government shall timely decide the course of action that the Contractor shall take. If no written Government direction is provided within 24 hours, the Contractor Program Manager shall determine and document the course of action selected.

- If the conflict is between two or more SLA events, the Government will make a determination on the priority of the events. The SLA time stops accruing for the deferred event(s) until the work on the SLA event can be reasonably restarted.
- If the conflict is the result of a resource shortage for a single event, the SLA time shall stop accruing until the work on the SLA event can be reasonably restarted.
- The contractor may be waived of any specific SLA performance requirement if Government action or inaction prevents successfully meeting the SLA.

## SECTION J, ATTACHMENT F

See electronically attached Microsoft Excel file.

SECTION J, ATTACHMENT G

See electronically attached Microsoft Excel file.

SECTION J, ATTACHMENT H

See electronically attached Microsoft Excel file

SECTION J –ATTACHMENT I

Attachment I

**PROBLEM NOTIFICATION REPORT**

TASK ORDER NUMBER:		DATE:	
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1. Nature and sources of problem:
  
2. CR was verbally notified on: (date) \_\_\_\_\_
  
3. Is action required by the Government?    Yes \_\_\_\_\_ No \_\_\_\_\_
  
4. If YES, describe Government action required and date required:
  
5. Will problem impact delivery schedule?    Yes \_\_\_\_\_ No \_\_\_\_\_
  
6. If YES, identify what deliverables will be affected and extent of delay:
  
7. Can required delivery be brought back on schedule?    Yes \_\_\_\_\_ No \_\_\_\_\_
  
8. Describe corrective action needed to resolve problems:
  
9. When will corrective action be completed?
  
10. Are increased costs anticipated?    Yes \_\_\_\_\_ No \_\_\_\_\_
  
11. Identify amount of increased costs anticipated, their nature, and define Government responsibility for problems and costs:

SECTION J –ATTACHMENT J

Attachment J

Tamika Perkins  
Contracting Officer's Representative Appointment Letter



Tamika Perkins COR  
Letter of Appointment